Web-Based Supply Chain Management (WBSCM) System Operations, Maintenance and Enhancements

in support of:

United States Department of Agriculture (USDA) and United States Agency for International Development (USAID)

Issued to:
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The Federal Systems Integration and Management Center (FEDSIM)
1800 F Street, NW
Suite 3100 (QF0B)
Washington, D.C. 20405

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C.1 BACKGROUND

The Web Based Supply Chain Management (WBSCM) system is an integrated, internet-based commodity acquisition, distribution, and tracking system built on Systems Applications and Products (SAP) commercial software and an Oracle platform. WBSCM supports domestic and international food/nutrition programs administered by four United States Department of Agriculture (USDA) sub-Agencies (Food and Nutrition Service (FNS) Agriculture Marketing Service (AMS), and Foreign Agricultural Service (FAS)) and United States Agency for International Development (USAID). The eight domestic programs, including the National School Lunch Program (NSLP), the Emergency Food Assistance Program (TEFAP), and Food Distribution Program on Indian Reservations (FDPIR), serve over 30 million Americans and are administered through 98 State Distributing Agencies (SDAs) supporting over 100,000 Recipient Agency (RA) school districts, food banks, and feeding centers, and 110 Indian Tribal Organizations (ITOs) supporting over 75,000 program participants. USDA Foods account for nearly 20 percent of the value of school districts' food purchases menus. Household-level programs, such as Commodity Supplemental Food Program (CSFP), TEFAP, and FDPIR serve food insecure groups such as senior citizens, Native Americans, and low income citizens. The five international programs which include Food for Peace, Food for Progress, and Food for Education, serve over 280 million people in over 65 countries with aid provided through the United Nations' World Food Program and over 30 foreign governments and approximately 70 private voluntary organizations (PVOs). In Fiscal Year 2013, WBSCM directly supported the order, procurement, delivery, and payment of 8.4 billion pounds of farm food commodities with a value of $2.9 billion.

WBSCM went live with full functionality on April 1, 2011. Prior targeted releases in support of domestic programs were provided in June 2010 (for National Warehouses) and January 2011 (ordering through six pilot states). Following the April 1, 2011 release, maintenance/enhancement releases were provided initially every six weeks moving to the current quarterly release cycle. The most current maintenance and change request release, Release 17, of the system was moved to production on September 26, 2013. A technology refresh is currently underway to upgrade the commercial off-the-shelf (COTS) components to current production releases. The technology refresh is projected to be completed in August 2014.

Currently there are approximately 383 Federal users from the four USDA agencies (AMS, FNS, and FAS) and USAID. There are 7,978 non-Federal Users in WBSCM that include commodity vendors, freight forwarders, manufacturers, warehouses, ocean carriers, ports, RAs, SDAs, ITOs, PVOs, and non-Governmental organizations (NGOs). WBSCM anticipates maintaining this number and breakout of users in the future as the system is in steady state; however, WBSCM can accommodate up to 40,000 users. WBSCM also depends upon several USDA and third-party applications to deliver its full business functionality.

Further information on the WBSCM stakeholders, including customers, suppliers, and business partners, can be found in Technical Background (Section J, Attachment B).

C.1.1 PURPOSE

USDA and the USAID require information technology (IT) services for the support and continuous technical and functional improvements of the WBSCM system. The WBSCM IT

environment is based upon a proprietary SAP foundation that utilizes fully compatible Oracle hardware and software platforms and requires periodic enhancements and maintenance to keep the technology current, lower maintenance costs, and maintain functionality for stakeholders. The purpose of this TO is to ensure that continuous improvements are effectively planned and implemented into the WBSCM system. Some of these improvements include improving system performance, data integrity, and the WBSCM user experience to fully support business needs.

A partial list of some of the more challenging issues that WBSCM faces today is provided below:

    a. System Performance

        1) Reporting: The generation of some reports is slow or is prevented due to the amount of data included.

        2) System Response Time: Transaction response time is slow at certain times, impacting system users.

    b. Data Integrity

        a. Data Transfer: Data is sometimes transferred and updated in separate SAP modules which can cause data integrity issues.

        b. Data Validation: Lack of data validation rules has impacted downstream processes.

    c. Ease of Use

        1. Data Entry: Users have experienced data entry challenges that have resulted in data integrity issues. Some users have suggested an increase in the use of automated data entry features.

        2. Reporting: Users require a capability to research if there are existing reports available to meet their reporting need. Users require better organization of reporting capabilities to streamline information that is provided.

        3. Workflow automation: The use of manual status code input is not efficient and requires enhancement.

        4. SAP User Experience: Some of the inherent SAP business processes are complex and require enhancement to more fully support stakeholder business needs.

C.1.2 AGENCY MISSION

USDA is the United States (U.S.) Federal executive department responsible for developing and executing Federal Government policy on farming, agriculture, forestry, and food. USDA's mission is to provide leadership on food, agriculture, natural resources, rural development, nutrition, and related issues based on sound public policy, the best available science, and efficient management.

USAID carries out U.S. foreign policy by promoting broad-scale human progress at the same time it expands stable, free societies, creates markets and trade partners for the U.S., and fosters good will abroad.

The USDA and USAID collaborate to ensure WBSCM meets the needs of nutrition, food security, and agricultural programs. Properly operating, maintaining, and enhancing WBSCM will support USDA and USAID mission goals by allowing the programs to facilitate the marketing of American agriculture and provide proper nutrition and food security to millions of Americans and those in need in over 60 countries. Additional background information on WBSCM functionality and stakeholders is provided in the Technical Background Section J, Attachment B.

C.2   SCOPE

The scope of work under this Task Order Request (TOR) includes all services required to operate, maintain, and enhance the WBSCM system. While WBSCM functionality reaches world-wide and ensures food is ordered and tracked to stakeholders outside of the continental U.S. (CONUS), the contractor will not be required to provide services outside the U.S. during the TO's period-of-performance. Long-distance travel will be required within the U.S. to ensure that WBSCM functionality and technical enhancements are properly implemented by USDA and USAID on behalf of its stakeholders.

The contractor shall collaborate with USDA/USAID WBSCM personnel, including USDA/USAID contractors to perform the following tasks that are identified in the TOR:

  a. Provide Program Management Services
  b. Provide Operations and Maintenance (O&M) Services
  c. Provide WBSCM Functional Upgrade
  d. Provide Systems Migration and Interface Support Services

C.3   CURRENT INFORMATION TECHNOLOGY (IT)/NETWORK ENVIRONMENT

The USDA WBSCM program is built upon a proprietary SAP technology foundation that utilizes fully compatible Oracle hardware and software platforms. In order to maintain compatibility of all eight Oracle environments, only Oracle platforms can be used. Both new and legacy platforms must have the ability to continue to run High Availability Solaris or Linux Software Clusters. This software provides automated failover capabilities in the event of server hardware failure, and reduces outage requirements to implement system changes. Also, the development and disaster recovery environments are Oracle legacy systems and both must maintain full compatibility among the production operating systems.

WBSCM currently consists of eight environments: DSL Development, PSL Development, DSL Quality Assurance, PSL Quality Assurance, External Training, Production, Disaster Recovery, and Sandbox.

Starting in the early spring of 2013, USDA executed a deep dive analysis of ongoing technology issues resulting from outdated SAP system components. The issues have contributed to increased maintenance costs and deferred functional upgrades. In August 2013, USDA decided to execute a technical refresh of the WBSCM system environment (SAP COTS, associated Oracle hardware and software infrastructure) to address these issues.

C.3.1 TECHNICAL ENVIRONMENT

The WBSCM technical environment details are included in the Technical Environment (Section J, Attachment C). The Technical Environment provides information on the WBSCM components, interfaces, third-party applications, automated tools, environments, and other pertinent WBSCM IT information. The Technical Environment also contains a current snapshot and future technical vision for WBSCM.

C.3.1.1 WBSCM SAP SYSTEM LANDSCAPE

The current WBSCM SAP landscape is comprised of three core SAP business applications: Enterprise Core Component (ECC) 6.03, Customer Relationship Management (CRM) 6.0, and Supplier Relationship Management (SRM) 5.5. Financial data is recorded in ECC and Funds Management and Budgetary Ledgers; however, WBSCM is not the system of record for financials. An Oracle 12 Relational Database Management System (12 RDBMS) is used as the backend database for all components. WBSCM is currently undergoing a technical refresh to update the SAP components. A listing of the current and post-WBSCM Technical Refresh software and their versions is provided in Technical Environment, Section J, Attachment C.

These SAP business suite applications enable a wide range of integrated SAP business processes including order management, warehouse management, public sector accounting, and procurement and analytical reporting. The application generates about 1.2M transactions in a typical week with a current user base of approximately 8,361.

Customer orders are created then fulfilled primarily through SAP processes utilizing third-party procurement or sourcing from warehouse stock. Standard SAP logistics processes are utilized, including purchasing requisitions, delivery documents, purchase orders, invoicing, and receipting. SAP industry solutions including SRM Procurement for Public Sector (PPS) are utilized for operational procurements and strategic sourcing. Some custom processes have been created in support of unique business requirements.

Supporting these core SAP applications are SAP Business Intelligence (BI), Solution Manager, SAP Enterprise Portal, and NetWeaver Process Orchestration (PO). All SAP system users work directly through the SAP Portal instead of the SAP graphical user interface (GUI) for day-to-day activities. The SAP user base is comprised of both internal users and external users. External users consist of customer and vendor partners representing varied organizations and sub organizations with access and roles based on SAP BP (business partner) functionality. SAP SRM Supplier Self-Service is used to facilitate interactions with the vendor community.

The SAP System Landscape also includes a variety of interfaces (approximately 12) to support the end-to-end business processes. A number of applications are interfaced to Government mandated applications, while several are interfaced to external applications with one-way and two-way data sharing. Refer to the Technical Environment in Section J, Attachment C for additional information.

The WBSCM application is hosted at the NITC data center with a combination of managed hosts and virtual servers. In order for WBSCM to remain compliant with Departmental direction specific to Cloud computing, alternative infrastructure hosting options are to be evaluated by the WBSCM PMO Team. These potential hosting options may include Cloud-based environments, and as such the WBSCM application management contractor shall assist the Government in

getting the application to a state of cloud readiness. This would include the application manager supporting activities related to application configuration, custom code remediation, and application testing. Additionally, the application management contractor shall need to assist the Government in assessing impacts to the application related to a potential change in the hosting environment.

C.3.1.2   WBSCM PROJECT MANAGEMENT OFFICE (PMO) GOVERNANCE STRUCTURE

The current WBSCM PMO Governance Structure is illustrated below.
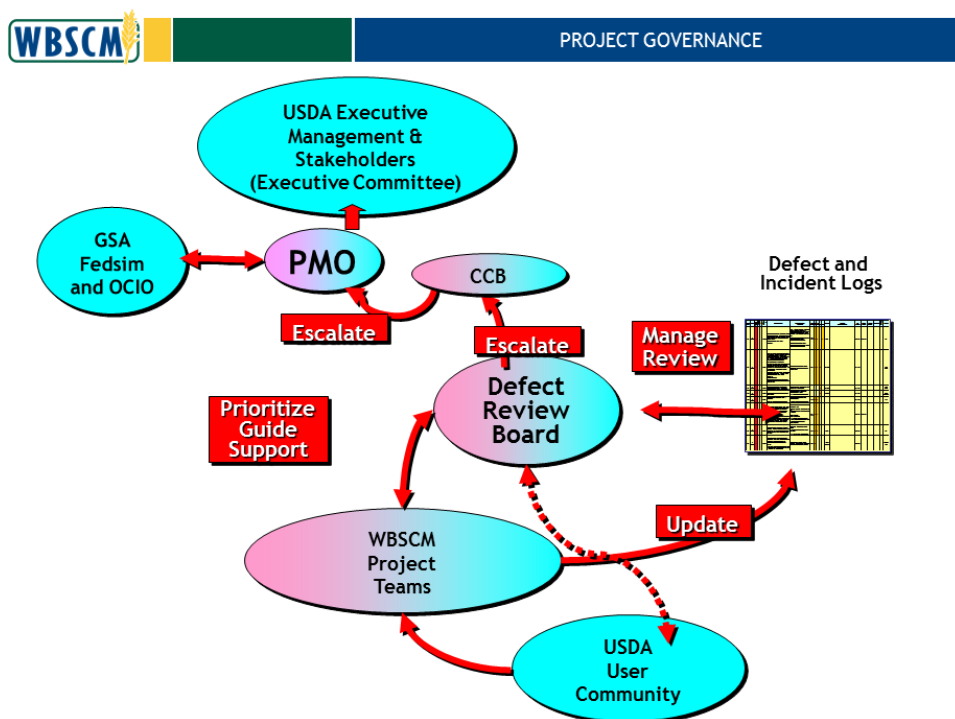
The major components of the WBSCM governance process are:

a. WBSCM User Community –The WBSCM user community is comprised of Government users, State Agency users, recipients, vendors, processors, freight forwarders, stevedores, and other users involved in the nutrition and food programs. These users provide feedback, comments, help desk incidents, and survey responses that are used as input to help prioritize defects and incidents, as well as make improvements to the WBSCM system.

b. WBSCM Project Teams –The WBSCM Project Teams are assigned by the PMO and are comprised of team leads from both the Government and contractor, and subject matter experts as needed. The Project Teams design, develop, manage, and implement specific projects as directed by the PMO and based on challenges raised by the WBSCM user community. The Project Teams provide updates to the PMO regularly.

c. Defect Review Board (DRB) –The DRB is comprised of both contractor and Government personnel who meet regularly to review and prioritize WBSCM defects, enhancements, and incidents reported by the WBSCM User Community.

Contract Number GS00Q09BGD0020   PAGE C-5
Task Order GSQ0016AJ0002
Modification PS29

d. Configuration Control Board (CCB) – The CCB is comprised of Agency Project Managers, Subject Matter Experts (SMEs) from each agency, and contractor personnel. The CCB is a project-level decision-making body that must approve or disapprove all WBSCM solution changes, including software, document deliverables, and hardware recommended by the DRB. The CCB's function is to analyze, prioritize, and assess each proposed change, paying particular attention to how the change might affect development, customer satisfaction/usability, documentation, customer support, quality assurance, security, or marketing.

e. Project Management Office (PMO) - The PMO is comprised of the WBSCM Director, Program Manager, Financial Project Manager, Project Managers from each Agency, other Agency representatives, and, at a minimum, contractor key personnel. The PMO is the program-level decision-making body that manages the broad scope of WBSCM program operations. The PMO meets weekly at a contract activity/technical status meeting to discuss project activities, status, service desk incidents, and metrics. The PMO identifies other activities, establishes priorities, and coordinates resolution of identified issues or opportunities. The PMO, utilizing information from DRB and CCB representatives, determine release contents. Additionally, other items, issues, or challenges are escalated to the PMO on an as needed basis.

f. GSA Federal Systems Integration and Management Center (GSA FEDSIM) – FEDSIM provides contractual and technical guidance to the PMO.

g. Office of the Chief Information Office (OICO)–The OCIO provides support and guidance for the WBSCM investment, ensuring that WBSCM is effectively and efficiently managed with informed oversight and accountability, and ensuring that WBSCM meets all Federal and Department requirements.

h. Executive Committee (EC) – The EC is a Government-only board of WBSCM Executive Level Sponsors in AMS and FNS, with the oversight to provide executive management, guidance, personnel, and related resources necessary to support WBSCM business operations. The EC grants authority to the WBSCM Director to manage business, technical, and functional operations and chair the Government PMO. The PMO provides periodic updates regarding project status to the EC and receives guidance regarding mission initiatives and priorities.

C.3.1.3 NATIONAL INFORMATION TECHNOLOGY CENTER (NITC)

Currently, all WBSCM environments, with the exception of Disaster Recovery, are hosted at the National Information Technology Center (NITC) located in Kansas City, Missouri (MO). The Disaster Recovery environment is located at the NITC location in St. Louis, MO. The roles and responsibilities among the Alliant contractor, NITC, and USDA are outlined in NITC Roles and Responsibilities (Section J, Attachment D).

C.4 OBJECTIVE

The objective of this TO is to continue the evolution of WBSCM by providing continuous improvements and developing innovative solutions to meet the evolving business needs of USDA/USAID food programs. The overarching objective of this acquisition is to maintain and sustain WBSCM, both in the near and long term. This includes the following objectives:

    1.   Maintain WBSCM and keep all software components up-to-date.

2. Build on the successes from the implementation of the WBSCM with the AMS, FNS, FAS, and USAID.
3. Improve WBSCM functionality and reporting to provide better service delivery to Domestic Nutrition Programs, International Food Assistance Programs, and Agricultural Programs.
4. Complete a functional upgrade based on a business transformation effort to better utilize SAP out-of-the-box functionality, reduce or improve customization, introduce supply chain practices, introduce new capabilities, and improve business processes.
5. Expand the use and user base of WBSCM.
6. Explore additional efficiencies, migrate other systems, interface with additional systems, and expand functionality.

The strategy USDA/USAID plans to employ involves a Business Process Re-engineering (BPR) effort, with the intent of transforming business processes. The BPR effort will be driven by the business, focus on business processes, and will likely result in substantial changes to those processes. The BPR effort will not be constrained by WBSCM or SAP specific capabilities. Outputs of the BPR effort will be provided to the contractor for gap analysis, assessment, and recommendation. The contractor will work with USDA/USAID to identify the best solution(s) available to implement the business process changes and meet the objectives identified above.

Specific improvements and goals of this TO include:

a. Improving service to customers, suppliers, and business partners.
b. Improving the operation and management of commodity distribution programs.
c. Reducing overall WBSCM costs, including hardware and software, in order to provide the Government the best value within available funding.
d. Assess the output from the BPR and determine if standard SAP can support the recommended capabilities and implement as approved by the Government.
e. Minimizing business disruptions and downtime.
f. Promoting an integrated work environment in order to ensure that the contractor and Government staff are both knowledgeable in the business needs and technology solutions supporting those needs.
g. Supporting security requirements, including Assessment and Authorization (A&A), to meet required standards, regulations, and policies.
h. Improving system performance.
i. Maintaining currency of all software and components including security and support patches.
j. Ensuring the system is fully documented to facilitate efficient support and future improvements.

C.5 TASKS

C.5.1 TASK 1 – PROVIDE PROGRAM MANAGEMENT SERVICES

The contractor shall provide program management services to ensure that the services identified in this TOR are delivered in a timely and efficient manner.

The contractor shall provide a Program Manager (PM) to serve as the Government's main point-of-contact (POC) and to provide overall leadership and guidance for all Contractor personnel assigned to the TO. The PM is ultimately responsible for the quality and efficiency of the TO to include both technical issues and business processes.

The PM shall be an employee of the prime contractor.

The PM shall assign tasks to contractor personnel, supervise on-going technical efforts, and manage overall TO performance. This individual shall have the ability to make decisions for the contractor's organization in response to Government issues, concerns, or problems. The PM shall be readily available to respond to Government questions, concerns, and comments, as well as be proactive in alerting the Government to potential contractual or programmatic issues. Program management functions shall also include technical points of coordination for all aspects of solution operations and planning with reporting to USDA/USAID and operational governance entities. The contractor shall coordinate with other USDA/USAID contractors to assist in accomplishing this task. The contractor shall perform the following subtasks under the Program Management task.

C.5.1.1 SUBTASK 1 – COORDINATE A PROJECT KICK-OFF MEETING

The contractor shall schedule and coordinate a **Project Kick-Off Meeting (Deliverable 1)** in the Washington, D.C., metropolitan area to be held April 11, 2016. The meeting shall provide an introduction between the contractor personnel and Government personnel who will be involved with the TO. The meeting shall provide the opportunity to discuss technical, management, and security issues, and travel authorization and reporting procedures. At a minimum, the attendees shall include key contractor personnel, relevant USDA/USAID personnel, and the FEDSIM Contracting Officer's Representative (COR). At a minimum, the contractor shall discuss the following:

a. Draft Integrated Master Schedule (IMS)
b. Performance metrics/Service Level Agreements (SLAs)
c. Security requirements
d. Government-furnished information
e. Monthly meeting dates
f. Points of contact
g. Roles and responsibilities
h. TO transitioning process and timeframes
i. Prioritization of contractor activities
j. Quality surveillance

The contractor shall prepare and deliver a **Project Kick-Off Meeting Agenda (Deliverable 2)** that includes at a minimum the items referenced above. The Project Kick-Off Meeting Agenda and additional documents listed below shall be delivered electronically to the attendees of the Project Kick-Off Meeting at least three business days prior to the meeting:

a. Draft Project Management Plan (PMP) (**Deliverable 3)**
b. Draft Integrated Master Schedule (**Initial Submission Deliverable 4**, Subsequent Submissions of the IMS are Work Products)

    c.   Updated Transition-In Plan (**Deliverable 5**)

The contractor shall provide **Kick-Off Meeting Minutes**, (**Deliverable 6**) including attendance, issues discussed, decisions made, and action items assigned. The meeting minutes shall be submitted to the COR and the USDA/USAID WBSCM Director within three business days following the Project Kick-Off Meeting.

C.5.1.2   SUBTASK 2 – PREPARE AND UPDATE PROJECT MANAGEMENT PLAN (PMP)

The contractor shall document all TO requirements in a **PMP (Deliverable 3)**. The PMP shall include:

    a.   A description of the proposed management approach and controls (including, but not limited to, development methodology, release strategy/management, risk management, and performance metrics).

    b.   Milestones, tasks, and subtasks required in the TO.

    c.   An overall Work Breakdown Structure (WBS). The WBS in this document shall be at a higher level of detail and include all technical activities, including documentation development. At a minimum, the WBS shall be broken down at the task area level with the CLIN. The contractor shall include a WBS Dictionary, task dependencies and interrelationships, Level of Effort (LOE) by labor category, and resource assignments, including associated responsibilities, dependencies, and partnerships between Government organizations and stakeholders.

    d.   A Gantt chart that contains activities and milestones pertinent to the contractor's completion of the technical activities.

    e.   The contractor's Quality Management Plan (QMP).

    f.   The contractor's Communication Plan.

    g.   An Action Item Log with explanation of how action items will be tracked and managed.

    h.   All standards followed in support of the TO requirements.

    i.   A matrix of all deliverables and work products, their version/release, and planned delivery dates.

    j.   A matrix of all personnel assigned to the program and total aggregate LOE for all tasks.

    k.   An overview of the project organization with roles and responsibilities.

    l.   An overview of the contractor organizational structure with roles and responsibilities.

    m. A description of any unique hardware and software utilized by the contractor.

The contractor shall prepare the WBS in Microsoft Project, or some other format agreed to by USDA/USAID. The contractor shall provide the Government with a draft PMP at the Project Kick-Off Meeting. The Government will review the PMP within 30 business days after submission and provide comments to the contractor. The contractor shall then have 15 business days to resolve comments and submit a revised PMP.

The PMP is an evolutionary document that shall be updated for major changes and/or annually at a minimum. The contractor shall submit the annual PMP update within 30 business days from the start of the option period. The contractor shall work from the latest Government-approved version of the PMP.

C.5.1.2.1   Quality Management Plan (QMP)

The contractor shall update the QMP submitted with their proposal and provide a QMP at the Project Kick-Off Meeting as part of the PMP. The contractor shall periodically update the QMP, as required in Section F, as changes in program processes are identified. At a minimum, the QMP shall be updated annually.

C.5.1.2.2   Communication Plan

The contractor shall review the current WBSCM Communication Plan (Section J, Attachment E) and develop and deliver an updated WBSCM Communication Plan as part of the PMP that, at a minimum, provides the following information:

   a. Methods of communication
   b. Timing of communication
   c. Reasons for communication
   d. Audience
   e. Roles and responsibilities
   f. Key messages

Within the WBSCM Communication Plan, the contractor shall also address how problems or potential problems shall be communicated to the FEDSIM COR and the USDA/USAID WBSCM Director. The contractor shall be responsible for bringing to the attention of the FEDSIM COR and the USDA/USAID WBSCM Director any problems or potential problems in performing assigned tasks within 24 hours of identifying the problem/potential problem.

The contractor shall also address in the WBSCM Communication Plan how internal and external users as well as potential new users of WBSCM will be informed of upcoming modifications and additions to system/application functionality, including any impacts the changes may have on the users.

The contractor shall provide the Government with a draft Communication Plan as part of the PMP at the Project Kick-Off Meeting. The contractor shall periodically update the Communication Plan, as required in Section F, as changes in program processes are identified. At a minimum, the Communication Plan shall be updated annually.

C.5.1.3   SUBTASK 3 – MAINTAIN INTEGRATED MASTER SCHEDULE (IMS)

The contractor shall establish and maintain an **Integrated Master Schedule (Deliverable 4)** in accordance with USDA/USAID guidance, to be used to verify the attainability of TO objectives, to evaluate progress toward meeting program objectives, and to integrate the program schedule activities with all related components. The IMS shall depict TO milestones, accomplishments, and discrete tasks/activities from project start date to the completion of TO. The schedule shall be an integrated, logical, network-based schedule that correlates to the WBS and the TO. The IMS shall provide the specific detail for the contractor to manage the work at no less than a two-week basis (unless agreed to by the Government).

The contractor shall create and deliver a draft IMS as part of the Project Kick-Off Meeting. The contractor shall update the IMS weekly post-award and submit it to the USDA/USAID WBSCM Director and FEDSIM COR.

C.5.1.4   SUBTASK 4 – PREPARE A MONTHLY STATUS REPORT (MSR) AND SPEND PLAN

The contractor shall prepare an **MSR** (**Deliverable 7**) to keep the Government informed of all aspects of the project's status including, but not limited to, schedule, costs, issues, risks, staffing levels, SLA metrics, and recent activities. The MSR shall be organized and presented in an easily accessible format and contain appropriate content and level of detail to facilitate efficient, informed decision making by the Government. The contractor PM shall develop and provide an MSR (Section J, Attachment F) using Microsoft (MS) Office Suite applications, by the 15th of each month via electronic mail to the FEDSIM COR and USDA/USAID WBSCM Director.

At a minimum, the MSR shall contain:

a. Aggregate cost expenditures for TO tasks and subtasks
b. Accumulated invoiced cost for each CLIN up through the previous month.
c. Projected cost of each CLIN for the current month and subsequent months.
d. Summary of activities for reporting period by Performance Work Statement (PWS) task and subtask, to include incurred costs not billed.
e. Status of current and planned initiatives.
f. Status of upcoming and past-due deliverables.
g. Status of issues and risks (limited to Medium and High), including any new issues and risks with proposed mitigations.
h. Up-to-date IMS showing major tasks, milestones, and deliverables, including planned and actual start and completion dates for each.
i. Staffing levels, including gains, losses, and status (e.g., security clearance status, etc.)
j. Outstanding and recently closed Government action items.
k. Summary of trips taken, conferences attended, etc.
l. Acceptable Quality Level Metrics including, but not limited to:
a. Help Desk Survey results
b. Service desk incident history and metrics (as an attachment to the MSR)

The contractor shall include a **Contractor Spend Plan (Deliverable 7)** with the MSR that presents projected budgeted labor and Ancillary Tool spending by task for the base period and for each option period (if exercised by the Government). The contractor's Spend Plan shall be sufficiently detailed so the Government can analyze the contractor's past, current, and planned labor and Ancillary Tool spending by task.

C.5.1.5   SUBTASK 5 – UPDATE CONFIGURATION MANAGEMENT PLAN (CMP)

The contractor shall review the current WBSCM CMP provided in Section J, Attachment G and provide a revised **CMP (Deliverable 8)** to include support for managing dual-path development efforts (i.e., bug fixes and enhancements releases being worked on in parallel).

The WBSCM CMP shall identify and document the overall methods and procedures necessary to perform configuration management on all information technology components under its purview (i.e., the WBSCM application and its platform). It shall describe all configuration and change management activities that will be performed during the term of the TO, including:

    a. Identification of configuration items.
    b. Software version control and management.
    c. Hardware version control and management.
    d. Configuration upgrade procedures.
    e. Control and implementation of change.
    f. Recording and reporting implementation status.
    g. Conducting configuration audits.
    h. Review and approval cycles as well as approval authority.

The contractor shall submit the revised CMP on May 30, 2016. Once submitted, the Government will review the revised CMP within 15 business days and provide comments. The contractor has 10 business days following the receipt of Government comments to correct and submit the final CMP.

The contractor shall adhere to the processes/procedures documented in the CMP.

Subsequent WBSCM releases and process improvements may warrant updates to the CMP. The contractor shall update the CMP as requested by the Government and submit the updated CMP within 60 business days from date requested.

C.5.1.6 SUBTASK 6 – PROVIDE RISK MANAGEMENT SUPPORT SERVICES

The contractor shall review, assess and support WBSCM's Risk Management processes. In partnership with the Government, the contractor shall suggest and provide enhancements to the Program Level Risk and Opportunity Management processes as needed. To fulfill these requirements, the contractor shall, at a minimum:

    a. Review current Risk Management Plan (Section J, Attachment H) and provide updates as needed.
    b. Review current Risk Register (Section J, Attachment I) and provide updates as needed to risk and opportunity, identification, analysis, and response.
    c. Assist in monitoring and controlling risks and opportunities.
    d. Update and distribute the **Risk Register** monthly **(Deliverable 11).**

The contractor shall prepare for and convene a Risk Assessment / Risk Validation Review Session **(Work Product 9)** with the designated Agency Risk POCs to validate currently documented risks as well as define and discuss any additional risks and mitigations that have been identified since the Project Kick-Off Meeting. The output of the meeting will be a baselined Risk Register (**Work Product 11**).

The contractor shall conduct the Risk Assessment / Risk Validation Review Session no later than 45 business days after the Project Kick-Off Meeting. The contractor shall deliver a draft Risk Management Plan (RMP) **(Work Product 10)** at the Risk Assessment / Risk Validation Review Session. The Government will review the draft RMP within 15 business days and provide feedback to the contractor. The contractor shall then have 10 business days to resolve comments and submit the final RMP.

C.5.1.7   SUBTASK 7– CONVENE CONTRACT ACTIVITY/TECHNICAL STATUS MEETINGS

The contractor PM shall convene a weekly Contract Activity/Technical Status Meeting with the FEDSIM COR and USDA/USAID PMO members. The purpose of this meeting is to ensure stakeholders are informed of the project activity, status, service desk incidents, and metrics; provided an opportunity to identify other activities and establish priorities; and provided an opportunity to coordinate resolution of identified problems or opportunities.

The Weekly Contractual Activity / Technical Status meeting shall cover at a minimum the following topics:

   a.   Current TO financial status.
   b.   Progress toward milestones.
   c.   Production status and issues.
   d.   Changes in support during the period.
   e.   Issues and risks.
   f.   Status towards SLAs and performance metrics.
   g.   Action items and key PMO decisions.

The contractor shall provide Contract Activity/Technical Status Meeting Presentation Materials and Related Content **(**Work Product **12)** to the FEDSIM COR and USDA/USAID by noon, one business day in advance of the meeting in order to give the Government sufficient time to review the material and prepare for the meeting. The contractor shall provide minutes associated NLT three workdays after the meeting (Work Product **13).**

C.5.1.8   SUBTASK 8 – CONVENE DEFECT REVIEW BOARD (DRB) MEETINGS

The contractor shall convene a DRB with USDA/USAID for the purpose of reviewing and prioritizing defects and change requests as well as discussing recent help desk incidents and system problems.

The DRB shall be held at a frequency sufficient to manage and review defects and change requests in an efficient and timely manner (currently one day / week).

The contractor shall appoint a DRB contractor lead who shall organize and serve as a contractor Point of Contact (POC) for the DRB meetings. Government attendance normally includes functional representatives, PMO members, and Agency Subject Matter Experts (SMEs). The contractor can invite technical leads as deemed necessary.

C.5.1.9   SUBTASK 9 - PROVIDE STRATEGIC SYSTEMS INITIATIVE CONSULTING AND SUPPORT SERVICES

The contractor shall provide strategic systems initiative consulting and support services to assist USDA/USAID in developing business cases by recommending improvements for WBSCM. The contractor shall provide a variety of strategic initiative support activities to include the development of white papers, briefings, presentations, group facilitation meetings, and research that are critical to WBSCM's ability to keep up with Congressional mandates and USDA Administration directions and changes.

The contractor shall review emerging technologies and provide USDA/USAID with possible IT improvements that can provide increased efficiency for WBSCM stakeholders. The contractor shall:

a. Analyze technology refresh results and BPR outputs and assess the impact of emerging technologies on WBSCM, including the WBSCM functional upgrade. This includes reviewing WBSCM IT at an enterprise level at least quarterly to identify improvements to ensure optimal performance from current and legacy systems. The contractor shall discuss with the WBSCM Director, at a high level, the proposed content of the white papers, briefings, and presentations prior to performing any extensive work/analysis and developing the aforementioned documentation.

b. Explore and recommend for Government consideration innovative solutions and/or upgrades based on current/emerging technologies.

c. Recommend system improvements from configuration changes to technology infusion/upgrades to reduce total cost or improve operational performance and/or reliability.

d. Ensure that WBSCM applications and databases optimize the WBSCM operations and enhance the WBSCM user experience.

e. Analyze the impact on all approved technical solutions and provide guidance on how to manage the modernization effort from inception to production, including all configuration documentation and recommended updates to the WBSCM technical architecture.

f. As directed by the Government, the contractor shall analyze additional /existing software products and/or hosting services to provide new or enhanced system capabilities. As appropriate, the contractor shall provide an Analysis of Alternatives (AoA) for review and input by the Government as part of the WBSCM IT Improvement Recommendation Report and Briefing. For example, in support of the evaluation of AIS for systems integration and development a AoA would be required.

g. The contractor shall support and assist USDA and USAID with implementing business process improvement recommendations provided by the Government. Any updates and reporting on this task will be included in the MSR along with the other WBSCM project tasks.

The contractor shall support USDA/USAID strategic systems initiatives in a timely and comprehensive manner. The contractor shall provide white papers, briefings, presentations, group facilitation meetings, and research results to the USDA/USAID in accordance with the PMP. Any documentation related to this task shall be encompassed within the WBSCM IT Improvement Recommendations Report and Briefing **(**Work Product 14**)**. Prior to formally presenting any contractor-recommended solutions, the contractor shall notify the WBSCM Director, FEDSIM COR, and FEDSIM CO of the recommended solution to ensure that the recommendation does not pose a potential Organizational Conflict of Interest (OCI). The Government will analyze the solution and notify the contractor of the OCI determination.

C.5.1.10 SUBTASK 10 – PREPARE TRIP AUTHORIZATION REQUESTS AND TRIP REPORTS

C.5.1.10.1 Trip Authorization

The contractor shall submit a Trip Authorization Request **(Work Product 15)** (Section J, Attachment J) for any long-distance reimbursable travel. The contractor shall allow up to 72 hours for the Government and the FEDSIM COR to authorize. The Trip Authorization Request shall include, at a minimum, the name of the employee, location of travel, dates and duration of trip, POC at travel location, purpose of travel, and proposed reimbursable expenses to be incurred on the trip.

Travel authorizations shall be within existing contractual and funding ceilings. All travel must be in accordance with the most current Federal Travel Regulations found at:

http://www.gsa.gov/portal/content/104790?utm_source=OGP&utm_medium=print-radio&utm_term=federaltravelregulation&utm_campaign=shortcuts

The contractor shall keep a summary of all long-distance travel including, but not limited to, the name of the employee, location of travel, duration of trip, and POC at travel location. Historically, there have been no emergency travel requests.

C.5.1.10.2 Trip Report

The Government will identify the need for a Trip Report **(Work Product 16)** when the Trip Authorization Request is submitted. (The Government estimates no more than three Trip Reports per year.)

If requested, the contractor shall provide a Trip Report NLT five business days of trip completion, containing at a minimum the following:

      a. Dates of travel
      b. Persons traveling
      c. Location of travel
      d. POC at travel location
      e. Purpose of travel
      f. Expenses associated with travel
      g. Supporting documentation
      h. Results
      i. Action items

C.5.1.11 SUBTASK 11– IMPLEMENT TRANSITION-IN PLAN

The contractor shall provide transition services as described in the contractor's **Transition-In Plan (Deliverable 5)**. The transition-in period shall not exceed 90 calendar days from the project start date. The contractor shall ensure that there will be minimum service disruption to vital Government business and no service degradation during and after the transition. The contractor shall provide any updates and deliver a final Transition-In Plan to the Government NLT five business days after the Project Kick-Off Meeting. The Government will assign a

transition manager to coordinate activities between Government entities and the incoming and outgoing contractors.

C.5.1.12 SUBTASK 12 – PREPARE AND IMPLEMENT TRANSITION-OUT PLAN

The contractor shall prepare and deliver to the Government a **Transition-Out Plan (Deliverable 17)** that facilitates the accomplishment of a low risk transition from the incumbent to an incoming contractor at the expiration of the TO. The contractor shall provide a DRAFT Transition-Out Plan 60 calendar days prior to the transition out period. The transition-out period is anticipated to be 90 calendar days prior to expiration of the TO   The contractor shall identify how it will coordinate with the incoming contractor and Government personnel to transfer knowledge and accomplish at a minimum, the following in accordance with a 90 calendar day transition-out period:

a.   Project, Technical and Operational processes
b.   Government resources needed as well as Contractor Points of contact
c.   Location and listing of all current technical, operational and project management documentation
d.   Status of ongoing technical and operational initiatives
e.   Appropriate contractor to contractor coordination to ensure a seamless transition
f.   Transition of Key and Non-Key Personnel responsibilities, to include the identification of schedules and milestones
g.   Identify actions required of the Government
h.   Establish and maintain effective communication with the incoming contractor/Government personnel for the period of the 90 day transition via weekly status meetings
i.   Identification and transfer of Government owned HW/SW currently being utilized
j.   Incumbent's commitment and plan to use current personnel to enable institutional knowledge transfer to include how it proposes, and the schedule for, to ramp down both Key and Non-Key personnel throughout the 90 calendar day transition-out period.
k.   Identification of Transition Risks and associated mitigation strategies to ensure WBSCM continuity of operations.
l.   Transfer of Data Rights, Source Code developed under this TO and documentation

The contractor shall also establish and maintain effective communication with the incoming contractor/Government personnel for the period of the transition via weekly status meetings.

C.5.1.13 SUBTASK 13 – PROVIDE MEETING AGENDAS AND MINUTES

The contractor shall prepare and deliver Meeting Agendas **(**Work Product **18)** for "formal" meetings and reviews that the contractor facilitates. At a minimum, the Meeting Agendas shall contain the following:

a. Date and place
b. Attendees
c. Purpose of meeting/review
d. Brief description of items to discuss

The contractor shall deliver Meeting Agendas no later than (NLT) three business days prior to the meeting or review. If there are supporting material(s) which require the Government's review prior to the meeting/review, the agenda and supporting material(s) shall be delivered to the attendees NLT five business days prior to the meeting/review (unless an alternate time is approved by USDA/USAID) in order to give the Government sufficient time to review the materials - Meeting Agendas Without Additional Government Review. **(Work Product 19)**

The contractor shall prepare and deliver Meeting Minutes **(Work Product 20)** for "formal" meetings and reviews that the contractor initiates as well as meetings that the Government requires the contractor's attendance. At a minimum, the Meeting Minutes shall contain the following:

      a. Date and place
      b. Attendees
      c. Purpose of meeting/review
      d. Brief description of items discussed
      e. Results / decisions made
      f. Action items

The meeting minutes shall be submitted to the COR, WBSCM PMO, and any other meeting attendees within three business days following each Meeting for which the minutes were documented.

Acceptable Quality Levels for Program Management, to include Personnel Management and Cost Control are included below:

General Overall Objectives	Performance Goal	AQL
Deliverables and Work Product Compliance	On time and accurate	90% of the Sections C and F – Deliverables are delivered on time unless USDA has agreed to a date change. **Note**: Technical documents are ALL C and F documents excluding agendas, meeting minutes.

General Overall Objectives	Performance Goal	AQL
Turnover rate and addressing Personnel vacancies	Recruitment and position fill time managed to ensure that no unfilled position impacts the mission.	Contractor routinely fills vacancy with appropriately qualified personnel no more than 45 calendar days after a position becomes vacant after an unplanned staff turnover or Government communicates the requirement to the contractor. Contractor will staff the contract according to the staffing plan with no more than 5% turnover for the planned work per federal fiscal quarter. **Note 1:** Days to fill is defined as start date of an

		unplanned vacancy being unfilled through date of fill (e.g. first day of no one in the position until position filled). **Note 2:** Unplanned is defined as a departure without any plan or notice. A standard 2-week notice is still considered unplanned.
Turnover rate (addressing unplanned personnel vacancies) will be no more than 5%	Recruitment and position fill time managed to ensure that no unfilled position impacts the mission.	Contractor will staff the contract according to the staffing plan with no more than 5% unplanned turnover for the planned work per quarter. Note 1: Unplanned is defined as a departure without any plan or notice. A standard 2-week notice is still considered unplanned.

General Overall Objectives	Standards	AQL
Cost Management require no more than 2 approved re-baselines	Provide accurate cost estimates.	Accurate cost estimates require no more than two re-baselines approved by the Government. Note: Deferred until Task 3 when EVM is required and used for projectised work.
Cost Management stays within +5% of cost estimates	Provide accurate cost estimates.	Contractor completes tasks within +/- 5% cost estimates with allowance for government approved re-baselines. (Plus variance is a cost overrun.) Note: Deferred until Task 3 when EVM is required and used for projectized work.
Schedule Management is within +5% of scheduled milestone estimates	Provide accurate schedule estimates	Contractor completes tasks within +/- 5% schedule estimates with allowance for government approved re-baselines. (Includes Release Gate Reviews as well as final release deliverable.) Note 1: Deferred until Task 3 when EVM is required and used for projectized work. Note 2: No need to track early delivery.

Acceptable Quality Levels for Technical (Quality), specifically for technical documentation throughout the TOR is provided below:

Objective	Performance Goal	AQL
Technical Documentation	Provide traceable and up to date documentation for changes to existing technical documentation.	All Sections C and F Technical Documentation changes shall be 90% traceable to show CR/Defect traceability from source. Note 1: Each technical document should have comments in-line and in version history showing traceability to CRs/Defects from source to change in document. The contractor is using the HP ALM ticket o record the change and track via status. The contractor is uploading the CR and defect assessment forms to the change through a manual process. The contractor is also linking FDD and TDD documentation updates to the change by including comments within the document and providing links to it from the PMO portal.

C.5.2 TASK 2 – PROVIDE OPERATIONS AND MAINTENANCE (O&M) SERVICES

The contractor shall provide O&M services under this TO by an integrated team of contractor and Government personnel. The contractor shall transition master data maintenance activities to the Government. For each maintenance release, the Government will supply the contractor with the proposed content for the release. The contractor shall review the proposed content and provide to the Government a rough order of magnitude (ROM) for the release. The Government will then determine the final release based on cost and budget available in accordance with the Governance Structure in C.3.1.2.

As of May 27, 2014, WBSCM has approximately 1,208 open defects. These defects include change requests, bug fixes, training requests, updates to work instructions, and desired enhancements. By functional area, 13 percent are in Finance, 27 percent in Procurement, 38 percent in Fulfillment, and 22 percent are miscellaneous, which includes BASIS, Data Management, and Security defects.

The contractor shall provide the O&M services identified in Table 1, O&M Activities and Services.

WBSCM O&M Support			
User Support Services	**Solution Support Services**	**Maintenance Release Services**	**Enhancement Release Services**

- Service Desk Support
- Ad-hoc Training / Technical Assistance
- Specialized Processing Support
	- Solution Monitoring
	- Cyber-Security Administration and Support
	- System Administration
	- Database Administration
	- Master Data Maintenance
	- Configuration & Change Management Support
	- Assessment and Authorization (A&A) Support
	- Assist with Disaster Recovery Testing
	- Asset Management
	    • Monitoring of hardware and software licenses, maintenance agreements, warranties, service contracts etc.
	    • Forecasting hardware / software needs
	- Refreshing training environment
	- COTS Software Maintenance and Patch Management
	    • Upgrade planning
	    • Testing of upgrades and patches
	    • Ongoing implementation of upgrades and patches
		Covers:
		- Corrective Maintenance / Defect Resolution
		- Improvements to existing functionality
		- Minor Change / Enhancement Requests
		- Updates required due to COTS upgrades / patches
		Includes:
		- Release Planning
		- Full life-cycle development
		- Integration, Regression, and Performance testing
		- Support for User Acceptance testing
		- Development / Maintenance of Work Instructions / training material
			Covers:
			- Larger / more complex change requests and projects
			- Improvements to existing functionality
			- New System Features and Functionality
			- Updates to architecture and application functionality / features due to COTS upgrades / patches
			Includes:
			- Release Planning
			- Full life-cycle development
			- Integration, Regression, and Performance testing
			- Support for User Acceptance testing
			- Development / Maintenance of Work Instructions / training material

Operations and Maintenance Plan			

Table 1: O&M Activities and Services

The contractor's PM, working in collaboration with USDA/USAID, shall balance the needs and requirements of all O&M activities. There shall be continuing alignment between the contractor and USDA/USAID regarding work priorities. Production support remains the highest priority. Subsequent priorities include, but are not limited to, assessment and deployment of bug fixes as identified by the Government and assessment and deployment for key maintenance tasks to sustain and improve overall WBSCM production operations, including full life-cycle support for change request tickets prioritized by USDA/USAID.

The O&M activities / services are further described in the following sections.

C.5.2.1   UPDATE AND ADHERE TO THE O&M PLAN

The contractor shall review and adhere to the processes / procedures established in the current version of the WBSCM O&M Plan (Section J, Attachment K) until an updated O&M Plan has been accepted by the Government.

The contractor shall provide any updates to the current **O&M Plan** (**Deliverable 21**) on May 30, 2016. The Government will review and provide comments on the updated O&M Plan within 15

business days of submission. The contractor has 10 business days to resolve comments and submit the Final O&M Plan.

The contractor shall periodically update the O&M Plan, as required in Section F, as changes in WBSCM and program processes occur. At a minimum, the O&M Plan shall be updated annually. The Quality Assurance Surveillance Plan (QASP) provides acceptable quality levels for service for WBSCM (see Section J, Attachment DD).

C.5.2.2   PROVIDE USER SUPPORT SERVICES

The roles and responsibilities of the three-tiered user support model is summarized in Table 2, O&M User Support Levels, and is further detailed in this section. The contractor shall provide Level 1 support, Level 2 Application support, and Level 3 support in coordination with applicable third-party support contractors. The Help Desk Standard Operating Procedures (SOPs) are included in supporting documentation for this task (see Section J, Attachment L). The contractor shall provide user support service desk activities from contractor facilities.

Level 1	**WBSCM Service Desk** (Contractor) Incident receipt Incident resolution/escalation/documentation Incident tracking		**WBSCM Service Desk Management** (Contractor) Performance metrics collection / reporting Staff training Performance improvements	
Level 2	**Application Support** (Contractor) - COTS development - COTS CM, patches, 3rd party SW patches (excluding OS) - Application configuration parameter management - Documentation Guidance / Standard Operating Procedures - WBSCM transaction guidance (training) - COTS-specific OS configuration - COTS administration and install, high availability configuration and testing - Application startup / shutdown scheduling, restarts - User system ID management w/in COTS - Database Administration - Security setup, COTS user group definition, user provisioning - Anti-virus for document scanning - Application restore - Bulk / Mass Data updates to meet business needs (e.g. mass assign/un-assign of ship-to information) - Non-standard report generation support	**Business Operations** (USDA) - Business process responses - Business-related incident resolution - Business process documentation and maintenance - Identification and escalation of technical issues - Master data maintenance as supported by Government staff (e.g. material master data, ship-to data)	**Data Center Operations Support** **NITC** - Incident receipt - Incident response / coordination of system related issues - Updates / maintenance of system: storage, OS, application backup, security, disaster recovery, assets, SLAs, OS releases - Password/OS service notifications - Application batch runs, termination **SciQuest** - Defect receipt / coordination - BEOS availability, upgrades, security, performance, maintenance to SLAs - Maintenance notifications	
Level 3	SAP, Oracle, & other 3rd Party Vendors as needed			

Table 2: O&M User Support Levels

Acceptable Quality Levels for Service Desk and Incident Response Customer Service Quality are provided below:

Objective	Performance Goal	AQL
Service Desk	Service Desk resolves incident with the initial call (first call resolution) or email contact	70% of incidents are resolved at level 1 service desk. Calculated by # of incidents resolved by first call/contact divided by number of incidents created. The incident resolution time is the time taken to completely resolve the problem or to implement an acceptable work-around at level 1 service desk step, and minimize the number of tickets escalated to level 2. The work around can be temporary until the RCA is completed and permanent solution pushed into production. Notes: Tickets escalated to Level 2 agency help desks will not count, tickets related to fire fighter ID usage will not count, tickets related to non-production environments will not count. Resolution time – 100% of Critical Severity Incidents resolved within 2 hours The incident resolution time is the time taken to completely resolve the problem or to implement an acceptable work-around at level 1 service desk step, and minimize the number of tickets escalated to level 2. The work around can be temporary until the Root Cause Analysis (RCA) is completed and a permanent solution pushed into production. Notes: Firefighter ID's resolution times will not count, but CACI will provide a usage report on firefighter ID's – when opened and closed for USDA's reference. 90% of High Severity Incidents resolved within 4 hours; 100% within 8 hours The incident resolution time is the time taken to completely resolve the problem or to implement an acceptable work-around at level 1 service desk step, and minimize the number of tickets escalated to level 2. The work around can be temporary until the Root Cause Analysis (RCA) is completed and a permanent solution pushed into production. Notes: Firefighter ID's resolution times will not count, but CACI will provide a usage report on firefighter ID's – when opened and closed for USDA's reference. 75% of Moderate Severity Incidents resolved within 1 business day; 100% within 3 business days The incident resolution time is the time taken to completely resolve the problem or to implement an

		acceptable work-around at level 1 service desk step, and minimize the number of tickets escalated to level 2. The work around can be temporary until the Root Cause Analysis (RCA) is completed and a permanent solution pushed into production. **Notes:** 1. Firefighter ID's resolution times will not count, but CACI will provide a usage report on firefighter ID's – when opened and closed for USDA's reference. 2. One business day constitutes the work hours within one 24-hour period. 3. A week is considered as Monday thru Sunday. H82 100% of Low Severity Incidents within 5 business days.
Incident Response Customer Service Quality	Indication of Service Desk quality by emailing every 10 end users who have a closed incident ticket about their total experience with the service desk. Survey asks users to rate their experience from 1-5 with 5 being the highest.	Year 1: 87% of returned surveys rate the WBSCM Service Desk satisfaction as 5 (Excellent) or a 4 (Good). **Note**: Only questions related to WBSCM service desk are included in this metric. Ratings for the Agency help desks and overall WBSCM solution are excluded. Year 2 and beyond: 90% of returned surveys rate the WBSCM Service Desk satisfaction as 5 (Excellent) or a 4 (Good). **Note**: Only questions related to WBSCM service desk are included in this metric. Ratings for the Agency help desks and overall WBSCM solution are excluded.

C.5.2.2.1 HOURS OF SUPPORT

Standard Service Desk Support hours:

The contractor shall provide Level 1 and Level 2 Service Desk support from:

a. 7:00 AM to 5:00 PM **Central Time**
b. Monday through Friday, excluding holidays

"Off-hours" Service Desk Support:

There are two types of off-hour support: (1) typical on-call support and (2) pre-arranged support for specialized processing.

For on-call support, the contractor shall:

    a. Correct system access and application failures detected by data center staff or automated monitoring tools during week-day off-hours, weekends, and holidays with the support goal of maintaining 24x7 availability for global users of the WBSCM application.

    b. Support incidents that negatively impact users from properly transacting very time-sensitive business processes where completion requirement is typically within the next 24 to 48 hours.

    a. Designate a POC for on-call support.

Requests for pre-arranged "off-hours" support for specialized processing must be made by USDA/USAID in accordance with the WBSCM governance structure. For more detail regarding specialized processing support refer to Section C.5.2.2.10.

Off-hours support (both on-call and pre-arranged) includes Level 1, Level 2, and coordination with Level 3 as needed to resolve emergency/critical incidents including support for time critical business processes.

C.5.2.2.2 PROVIDE LEVEL 1 – SERVICE DESK SUPPORT

The contractor shall provide Incident and Problem Management support for the WBSCM system. At a minimum, customer incidents shall be accepted by the WBSCM Service Desk via telephone and e-mail. Currently, 54% of incidents are received via phone, and 46% are received via e-mail.

Examples of Level 1 Service Desk support include, but are not limited to, assisting users with user registration, running WBSCM reports, basic navigation, creating favorites to launch transactions, and helping users execute transactions. Additional support includes user setup and investigation and analysis of problems to identify cause in order to better determine the organization that can best provide the solution.

Historically, there have been four reoccurring types of Service Desk calls:

    a. Access difficulties
    b. System concerns
    c. Operational issues
    d. User familiarity issues

The following information below is for background purposes only. Currently, WBSCM uses a 1-5 priority service incident system as follows: (1) Critical Incident, (2) High, (3) Moderate, (4) Low, and (5) Planning. The majority of the incidents are considered (3) Moderate; however, they can be escalated to (2) High or (1) Critical Incident if the incident needs immediate attention. Provided below are Calendar Year (CY) 2013 Service Desk incident counts resolved by responsible Service Desk organization (these counts represent a typical year):

2013	Level 1	Level 2	USDA	Totals

Quarter 1	995	596	299	1890
Quarter 2	888	562	246	1696
Quarter 3	716	461	212	1389
Quarter 4	708	534	308	1550
TOTALS	3307	2153	1065	6525

Table 3: CY 2013 Service Desk Incidents

Current average Level 1 talk time is 8-10 minutes. Peak hour varies between 9:00 AM and 1:00 PM Central Time. Currently, 70% of incidents are Level 1 and the remaining 30% are Level 2. A more comprehensive listing of the types of service calls opened for the past six months is provided in Service Call Detail, Section J, Attachment M.

In support of the Level 1 Service Desk, the contractor shall:

1. Choose, provide, and use a service desk incident management tool to record and manage all inquiries and incidents received through the Service Desk. The incident management system and content must be made available to WBSCM users to allow the running of reports and the viewing of current details for specific incidents. The Level 1 incident management tool shall provide USDA/USAID support personnel direct access to view the contents of all Level 1 tickets.

2. Provide one central incoming point of contact, including a dedicated, toll-free number and email address.

3. Receive inquiries, record tickets, and process and resolve incidents. Incidents are opened by Government and non-Government users.

4. Log a defect into the WBSCM defect management tool [currently HP Quality Center and which will be provided as Government Furnished Property (GFP)] should an incident identify a system deficiency, technical weakness, processing or data error, execution problem, performance issue, or any technical incongruity that is unexpected or undesired by the Government.

5. Convene a DRB meeting as described in Section C.5.1.8 to discuss new defects, the scope of open defects, and the scheduling of defects into system releases. The scheduling of defect resolution must conform to and be in accordance with the WBSCM governance structure. The DRB meeting also reviews high (reference the priority service incident system above-mentioned) Service Desk incidents to keep all parties informed of the status of these incidents.

6. Create and maintain a Knowledge Base (Work Product **22**) available to USDA/USAID and all WBSCM users. The Knowledge Base should be indexed and answer common questions for problems such as login issues, navigation issues, defect identification, assisting users with running WBSCM reports, creating favorites to launch transactions, and how to access context sensitive help/training materials. The contractor shall collect a library of questions and answers from Service Desk incidents as well as receive input from USDA/USAID. The Knowledge Base shall be set-up and made

available at an internet-accessible location as agreed upon by USDA/USAID and the contractor.

7. Route incident tickets to appropriate escalation points for Level 2 WBSCM Application, Level 2 USDA/USAID Business Operations, and Level 3 Vendor Support. Because the system is being improved and updated, the Service Desk shall take the time to discern what issue the user is encountering prior to forwarding to the Agency Service Desk (or Agency POC).

8. At the Level 1 support staff level, record, at a minimum, the contact's name, telephone, email address, organization and role, business process involved, details of the problem, urgency, and impact of the issue before forwarding the incident. The use of triage templates is required for consistency. The Level 1 support staff shall follow a documented escalation process for escalating incidents to Level 2 and Level 3 Support. The Level 1 support staff shall continue to coordinate resolution and closure of routed incidents.

9. Update and maintain standard operating procedures for Incident Management, Problem Management, Change Management, Configuration Management, Knowledge Management, and Continuity Management activities in alignment with industry best practices.

10. Identify themes and issues that can be mitigated through additional communications, additional training/education, or change requests and report such to USDA/USAID. The goal is to minimize the need for training by providing a system that is user friendly and intuitive.   Current training materials include Work Instructions, Job Aids, and concept slides in support of eLearning, USDA-led instructor training, and Government-led Webinars. USDA anticipates that these training materials will reflect the functionality in WBSCM.

11. Recommend suggested improvements and mitigation strategies.

12. Report incident activity as outlined in the O&M Plan.

13. Provide support personnel who are expected to maintain updated knowledge with current applications as appropriate when dealing with WBSCM. The O&M Plan should detail the training and communication approach.

14. Convene and lead a weekly Service Desk meeting that includes the Help Desk POCs from each agency. This meeting discusses improvement initiatives, current service desk challenges, and customer support issues.

C.5.2.2.3   SERVICE DESK SURVEY

The contractor shall request a Service Desk Survey (Work Product **23**) from every 10th user accessing WBSCM Service Desk services. The frequency for asking for user input shall not drop below one request per 10 users opening a help incident, or until USDA/USAID requests a different frequency. A change in frequency for Service Desk Surveys must be approved by USDA/USAID.

The Service Desk survey uses a scale from 1 to 5, with 5 being the highest score, for each of five questions. Customer Service Desk satisfaction calculations must be completed every month and submitted with the MSR. For background purposes, the current survey desk questions are stated in Service Desk Survey (Section J, Attachment N).

C.5.2.2.4   COORDINATE LEVEL 1 – USDA SINGLE SIGN ON (eAUTHENTICATION SUPPORT)

The contractor shall redirect username/password issues to the USDA Single Sign On (eAuthentication) website and/or Service Desk after an initial triage to assist the user. USDA uses and owns eAuthentication is the Identity Management (IDM) tool for WBSCM.

The contractor shall also coordinate all changes to the USDA Single Sign On (eAuthentication) link with the USDA Single Sign On (eAuthentication) administrators and USDA/USAID. Changes to the USDA Single Sign On (eAuthentication) link may be required in order to properly continue the interface between WBSCM and the USDA Single Sign On (eAuthentication) system. Since WBSCM "go-live" changes to the eAuthentication has occurred once.

C.5.2.2.5   Coordinate Level 2 – USDA / USAID Business Operations Support

FNS and AMS are responsible for Level 2 business operations support. AMS provides Level 2 business operations support for AMS and USAID. As part of the Level 1 – Service Desk support, the contractor shall route business operations support incident tickets to the appropriate Level 2 business operations support team or POC as described in the WBSCM O&M Plan and Help Desk SOP. The contractor shall continue to coordinate resolution and closure of routed incidents.

C.5.2.2.6   Provide Level 2 – WBSCM Application Support

The contractor shall provide O&M Level 2 WBSCM Application support for the WBSCM system in accordance with the current WBSCM O&M Plan until a revised plan is approved by USDA/USAID.

The contractor shall provide O&M Level 2 support for WBSCM security, system and database administration tasks required for all production and non-production systems.

The contractor shall:

a. Diagnose/troubleshoot issues referred by Level 1 Service Desk.
b. Validate issue with end user or SME as required.
c. Identify component in error whether technical infrastructure, technical configuration, application functional configuration, data issue, or Reports, Interfaces, Conversions, Extensions, Forms and Workflow (RICEFW) object issue and update all relevant documentation.
d. Report finding and resolution to Level 1 or USDA/USAID SME (identify workaround if applicable).
e. Follow change control process to develop fix and schedule production implementation in coordination with the maintenance release process.
f. Escalate to and coordinate with Level 3 vendor support for further troubleshooting if required.
g. Facilitate knowledge transfer by contributing to the development of the incident Knowledge Base, conducting informal training sessions and supporting regression testing activities as authorized, prioritized, and approved by USDA/USAID.

C.5.2.2.7 COORDINATE LEVEL 2 – DATA CENTER SUPPORT

The WBSCM software vendor JAGGAER and NITC are responsible for their applicable Level 2 data center operations support. Data center issues include the technical WBSCM components (hardware, network, operating systems, SAN disk storage, and high availability cluster software) and software components installed in the WBSCM environment. JAGGAER supports the Bid Evaluation Optimization Solution (BEOS) application only.

The contractor shall report incidents and problems related to physical infrastructure, hardware, network, operating system, etc., and escalate such issues to the appropriate Level 2 Data Center support. The contractor shall continue to coordinate resolution of routed incidents with the data center and USDA/USAID as needed until the incident is closed. The contractor shall not be responsible for any aspect of availability or other SLAs affected by the data center's performance or any areas of the data center's responsibility.

C.5.2.2.8 COORDINATE LEVEL 3 – VENDOR SUPPORT

The contractor shall identify and/or report incidents and problems related to system interfaces and software issues. The contractor shall then escalate such issues as appropriate and coordinate resolution with USDA/USAID and the respective third-party vendors. Such vendors include SAP, Oracle, Ancile, BowBridge, and Symantec. The contractor shall also coordinate meetings to discuss related issues with USDA/USAID.

The contractor shall provide USDA/USAID personnel with SAP Service Marketplace user IDs upon request by the USDA PMO, so that the USDA/USAID can display customer message content logged by the contractor, search for Online Service System (OSS) notes, and display other standard content available to customers on the SAP Service Marketplace.

C.5.2.2.9 PROVIDE AD HOC TRAINING / TECHNICAL ASSISTANCE

On occasion, corrective maintenance or some other system changes to WBSCM may require the expertise of the contractor to explain, review, and provide training to USDA/USAID personnel on the updated system functionality. The contractor shall leverage appropriate resources to brief WBSCM users and/or USDA/USAID on the functionality using communication tools such as WebEx, as authorized and approved by the WBSCM PMO. The Government anticipates 6-10 hours of ad hoc training/technical assistance requested per month (72-120 hours per year).

C.5.2.2.10 PROVIDE SUPPORT FOR SPECIALIZED PROCESSING

The contractor shall provide the following specialized processing support:

  a. AMS Bid Day/Night Support – The AMS requires Bid Day/Night support for certain business activities. The contactor shall provide Level 1 and Level 2 support to AMS and USAID users and support personnel to monitor and resolve any issues that may negatively impact the late evening and overnight procurement processes. Bid Night after hours processing occurs two to three times a monthly for International Packaged procurements. Bid Day processing occurs two to three times a month for International Bulk procurement and quarterly for Domestic procurement, normally completed during normal business hours. The support requires an immediate response and prioritization to complete awards according to the Government-defined schedule. AMS provides a weekly updated procurement schedule showing

procurement activities for domestic and international purchases. For domestic purchases, bids are opened one day and awarded within the next two days. For international purchases, bids are opened and must be awarded by noon the following day. Current procedures are: (1) AMS sends procurement scheduled (for pre-notice), and (2) AMS creates an incident for each procurement to track support/issues.

b. Prepare, test, and perform year-end processes along with a team of Government POCs, for the new fiscal year, beginning October 1 of each year. Procedure details are identified and described in Current Year-End Processes (Section J, Attachment O). In support of year-end processes, the contractor shall also keep, maintain, and share a Fiscal-Year-End Checklist (Work Product **24**) that will assist in the planning and knowledge sharing of such activities. At a minimum, the checklist shall include detailed steps, programs, configuration changes, conversions, and other WBSCM application activities required in support of the year-end activities.

Requests for on-call, after-hours support for specialized processing must be made by USDA/USAID PMO in accordance with the WBSCM governance structure. The Government anticipates approximately 120 hours per year based on historical data.

C.5.2.3 PROVIDE SOLUTION SUPPORT SERVICES

The contractor shall provide infrastructure and solution integration support for WBSCM as required for all non-production and production WBSCM environments. The current logical environments are:

a. *Sandbox* – used by project team to perform initial configuration and validation of COTS functions; testing of fixes and patches (located at NITC).

b. *Development* – used by project team to configure, develop, and unit test the WBSCM system, conduct individualized configuration or development object test; limited test data (located at NITC).

c. *Quality Assurance* – used by project team and Government users to perform regression tests across multiple functional areas; contains more test data than development environment; used for unit testing for interfaces and conversions used by Government for User Acceptance Testing (located at NITC).

d. *Production Support* – used by project team to test production issues. Copy of production (located at NITC).

e. *Training* – used to accommodate training activities for internal/external users; contains test data and applications that are running in production (located at NITC)

f. *Production* – used by USDA/USAID users and all external users for commodity operations (located at NITC)

g. *Disaster Recovery* – Failover environment in the event of a disaster at the production site (located in St. Louis, Missouri)

Acceptable Quality Levels for Production/Testing and System Availability are provided below:

Objective	Performance Goal	AQL

Quality Code delivered into UAT for testing	All new or modified code is thoroughly inspected and tested against the WBSCM functional requirements prior to moving to UAT.	USDA/USAID will identify less that 10% UAT testing failures. UAT testing (i.e. defects in Ready for UAT status) failures will be based on defects sent back to developer for re-work during UAT testing as a percentage of total defects in the release undergoing UAT. Defect testing done in parallel with USDA will not count against the failure rate. Parallel testing with the contractor is at the discretion of USDA. A "failure" would include if the defect requirement itself is still not resolved (e.g. the original issue is still broken), or if USDA finds through testing that the changes made have broken any other process that was working prior to the change. There are several ways to verify the latter point. The failure could be down to the transactional step. Multiple failures within one defect will count as one failure, not multiple. Even if a workaround is needed and available, the failure should still count against the AQL.
Quality Code is delivered into Production	All new or modified code is thoroughly inspected and tested against the WBSCM functional requirements prior to moving to Production	No Critical or High defects will be discovered in Production as a result of the newly implemented code.

Objective	Performance Goal	AQL
WBSCM Availability	WBSCM is available 24 x 7 with minimum down time	WBSCM availability requirement outside of scheduled maintenance is 99% each month. WBSCM planned down time for scheduled maintenance is 8 hrs per week except where additional downtime is approved by the PMO. Contractor and Government management will concur on downtime responsibility and disregard downtime in calculation of this that is beyond the control of the contractor. Definition of downtime – Any failure of WBSCM architecture components including SAP software, WBSCM hardware components and network failures preventing user access to or full use of the WBSCM application. Downtime calculation – Outage starts when the first notification from WBSCM monitoring software

		occurs or call from WBSCM user is documented in the help desk call log. Outage end when the monitoring software reports normal operating conditions. Calculation Monthly hours of scheduled availability – monthly system outage hours / Monthly hours of scheduled availability.

WBSCM Solution Support Services include the following:
   a. Solution Monitoring
   b. Cyber Security Administration and Auditing
   c. System Administration
   d. Database Administration
   e. Master Data Maintenance
   f. Configuration and Change Management Support
   g. Asset Management Support
   h. Training Environment Data Refresh
   i. COTS Software Maintenance and Patch Management
   j. Assessment & Authorization (A&A) Support

The contractor shall recommend hardware and software system changes to improve system reliability, maintainability, availability, performance, and recoverability, as needed. The contractor shall provide the technical specifications and costs (including implementation costs) for hardware and software items to procure and present to the Government for approval and authorization to procure.

The following sections further describe the Solution Support activities.

C.5.2.3.1 PROVIDE SOLUTION MONITORING

The contractor, in coordination with NITC and USDA, shall develop and implement a Solution Monitoring Plan (Work Product **25**) to improve system reliability, maintainability, availability, performance, and recoverability in accordance with the maintenance release process. The Solution Monitoring Plan shall include all assets within the WBSCM logical and physical boundary (servers, network and application components, and system and business processes), monitoring parameters, alert notification parameters, and areas of improvement. This could include Early Watch reporting in Solution Manager, application problem alerts (such as Website Pulse), and other early detection tools. The Early Watch Alert functionality of Solution Manager (or similar functionality) shall be turned on and monitored daily, with reports provided to USDA/USAID (or other group specified by USDA/USAID) on a schedule agreed upon between USDA/USAID and the contractor. Issues that may impact WBSCM business processes, system

performance, or WBSCM users shall be reported to USDA/USAID upon detection by the contractor.

The contractor shall monitor WBSCM system interfaces (including interfaces between SAP component modules and interfaces between WBSCM and external systems), connectivity, and throughput parameters to ensure successful system functionality and data sharing.

The contractor shall monitor WBSCM hardware and software systems for system reliability, maintainability, availability, performance, and recoverability.   At the weekly Contract Activity and Technical Status Meeting, the contractor shall review the results of system monitoring.

The contractor shall install solution monitoring hardware and software and/or execute system configuration changes intended to improve/enhance solution monitoring capabilities. The contractor shall use the most current vendor-supported technology where possible and inform USDA/USAID in cases where this is not feasible.

C.5.2.3.2 PROVIDE RISK-BASED CYBER-SECURITY ADMINISTRATION

The contractor shall provide a risk-based approach for the cyber-security administration consistent with both, Federal Information Security Management Act (FISMA) requirements (http://csrc.nist.gov/groups/SMA/fisma/index.html) and OMB Circular A-123 requirements (http://www.whitehouse.gov/omb/circulars_a123_rev). WBSCM received a current Authorization to Operate (ATO) on September 5, 2013. The contractor shall develop and implement a USDA/USAID-approved **Cyber-Security Plan (Deliverable 26)**, to include the following subcategories:

C.5.2.3.2.1 SYSTEM SECURITY CATEGORIZATION

The contractor shall perform system security categorization. The contractor shall assess the system categorization upon a schedule determined by the Government. The contractor's System Security Categorization Assessment shall be submitted in accordance with the PMP **(**Work Product **27).** WBSCM is currently categorized as a MODERATE system based on Federal Information Processing Standards (FIPS) Pub 199 – Standards for Security Categorization http://csrc.nist.gov/publications/PubsFIPS.html).

C.5.2.3.2.2 SYSTEM SECURITY PLAN

The contractor shall prepare and deliver a **System Security Plan (Deliverable 28)** no later than 120 business days after the Project Kick-Off Meeting. The contractor shall identify and input into a USDA-approved Cyber Security Asset Management System, all actions needed to implement security safeguards, and shall rigorously follow the same outline, in the same order, and with the same nomenclature as found in NIST SP 800-53 (http://csrc.nist.gov/publications/nistpubs). At a minimum, the System Security Plan shall be updated annually, no later than March 30 of each year, or as required based on continuous monitoring outputs, and shall include the following:

a.   Full descriptive name of the information system including associated acronym.
b.   Information system owner and authorizing official including contact information.
c.   Location of the information system and environment in which the system operates.
d.   Version or release number of the information system.

e. Purpose, functions, and capabilities of the information system and missions/business processes supported.

f. How the information system is integrated into the enterprise architecture and information security architecture.

g. Status of the information system with respect to acquisition and/or system development life cycle.

h. Results of the security categorization process for the information and information system.

i. Types of information processed, stored, and transmitted by the information system.

j. Boundary of the information system for risk management and security authorization purposes.

k. Applicable laws, directives, policies, regulations, or standards affecting the security of the information system.

l. Architectural description of the information system including network topology.

m. Hardware and firmware devices included within the information system.

n. System and applications software resident on the information system.

o. Hardware, software, and system interfaces (internal and external).

p. Subsystems (static and dynamic) associated with the information system.

q. Information flows and paths (including inputs and outputs) within the information system.

r. Cross domain devices/requirements.

s. Network connection rules for communicating with external information systems.

t. Interconnected information systems and identifiers for those systems.

u. Encryption techniques used for information processing, transmission, and storage.

v. Cryptographic key management information (public key infrastructures, certificate authorities, etc.).

w. Information system users (including organizational affiliations, access rights, privileges, and citizenship, if applicable).

x. Ownership/operation of information system (e.g., Government-owned, Government-operated; Government-owned, contractor-operated; contractor-owned, contractor-operated; non-Federal [state and local governments, grantees]).

y. Security authorization date and authorization termination date.

z. Incident response points of contact.

aa. Contingency Plan - Establishes a foundation on which to build Disaster Recovery Plans (DRPs). Both this Plan and the subordinate DRP would be used to recover the WBSCM System if the equipment and/or facility become disabled. An annual functional test will be executed.

bb. Contingency Plan Test Plan – Provides for recovery tests/exercises to validate IT contingency capabilities and ensure that contingency personnel maintain a high level of readiness. Lessons learned from tests/exercises are incorporated into the appropriate contingency documentation to ensure overall completeness and accuracy.

cc. Interconnection Security Agreements (ISA) - The contractor shall assist USDA/USAID in updating or creating ISA for WBSCM interconnections with other systems.

dd. Privacy Threshold Analysis (PTA) - The contractor shall assist USDA/USAID in updating or creating a PTA. The purpose of the PTA is to help program managers and system owners determine whether a Privacy Impact Assessment (PIA) is required under section 208 of the E-Government Act of 2002.

ee. Privacy Impact Assessment (PIA) – The contractor shall assist USDA/USAID in updating or creating a PIA if needed based on E-Government Act of 2002.

ff. WBSCM Disaster Recovery Test Exercise Plan - The contractor shall prepare a **Disaster Recovery Test Exercise (T&E) Plan (Deliverable 28)** that will serve as an overall guide for testing and validating the WBSCM Disaster Recovery Plan (DRP). The WBSCM Disaster Recovery T&E Plan shall be a living document and updated as the WBSCM system changes through its lifecycle. The contractor shall include annual functional testing at a minimum. The Disaster Recovery Exercise results shall be documented and delivered to the Government upon completion of the test exercise.

gg. Disaster Recovery Plan - The contractor shall review the existing **WBSCM Disaster Recovery Plan (DRP) (Deliverable 28)** and provide updates to the WBSCM DRP which describes the strategy and services required to preserve and restore essential as well as full functionality of the WBSCM environment. NITC currently manages the Disaster Recovery site (located at an alternate site). The contractor shall provide inputs and updates to the DRP when changes are implemented in WBSCM or as a result of the annual Disaster Recovery Test Exercise. (Note: If WBSCM is moved to a virtual or cloud environment, the hosting facility may change.)

The contractor shall present recommended DRP updates to USDA/USAID no greater than 30 business days following the test results or changes. USDA/USAID will review and provide comments to the contractor within 15 business days. The contractor shall incorporate Government comments and deliver a revised DRP to USDA/USAID within 10 business days after receipt of Government comments.

C.5.2.3.2.3 SECURITY ASSESSMENT PLAN

The contractor shall develop a Security Assessment Plan **(Work Product 29)** that documents security control assessment objectives and contains a detailed plan to complete the assessment. The contractor shall submit the Security Assessment Plan to the USDA/USAID for review and approval. Upon Government approval, the contractor shall execute the Security Assessment Plan or coordinate with an independent third-party assessor. At a minimum, the Security Assessment Plan shall be updated annually or as required based on continuous monitoring outputs.

C.5.2.3.2.4 SECURITY ASSESSMENT REPORT

The contractor shall evaluate and document the effectiveness of implemented security controls in a Security Assessment Report **(Work Product 30).** The contractor shall recommend corrective actions to address deficiencies and/or weaknesses. At a minimum, the Security Assessment Report shall be updated annually or as required based on continuous monitoring outputs. The contractor shall prepare a Plan of Action and Milestones **(Work Product 31)** to implement any planned tasks to (1) correct any deficiencies identified in the Security Assessment Report, and (2) identify actions to remediate residual system vulnerabilities.

C.5.2.3.2.5 SECURITY STATUS REPORTS AND IMPACT ANALYSIS

The contractor shall prepare Security Status Reports **(Work Product 32)** on proposed or actual system changes in coordination with Release Management (including software and infrastructure changes). The contractor shall conduct a Security Impact Analysis **(Work Product 33)** to determine the nature and extent of the change on the security controls in place. The Security Impact Analysis shall be scheduled in accordance with the PMP.

C.5.2.3.2.6 SECURITY TOOL ANALYSIS AND RECOMMENDATIONS

The contractor shall use its knowledge of the WBSCM technical environment and functionality, and provide USDA/USAID with Security Tool Recommendations **(Work Product 34)** that can improve WBSCM security without degrading functionality. The contractor shall assist USDA/USAID with analyzing various security tools appropriate for WBSCM and the USDA/USAID environment and present alternatives to USDA/USAID for consideration. The Government will review the alternatives, and the contractor shall acquire, implement, and administer the Government-approved security analysis tool(s) to effectively monitor WBSCM security controls.

C.5.2.3.3 PROVIDE SYSTEM ADMINISTRATION

The contractor shall provide System Administration tasks such as:

      a. Starting and stopping SAP systems / instances
      b. Backup and recovery tasks
      c. Job scheduling and monitoring
      d. User / security role administration as it applies for new/updated role/activity implementation
      e. Business workflow administration
      f. Administration of Application Link Enabling (ALE) Functions
      g. Intermediate Document (IDoc) Administration
      h. Performance and alert collection /reporting
      i. Diagnostics / troubleshooting
      j. SAP/COTS software administration including:
            a. Support packages and repairs
            b. Troubleshooting and Application Support

The contractor shall provide Disaster Recovery configuration and testing (with NITC Support). See further details in Section C.5.2.3.2.

The contractor shall maintain accurate documentation regarding the WBSCM User Security Model. The contractor shall follow the WBSCM System Administrator Guide F.39 to perform this task (Section J, Attachment P).

C.5.2.3.4 PROVIDE DATABASE ADMINISTRATION

The contractor shall perform Database Administration tasks such as:

    a. Backup and Recovery tasks

b.   Database growth management and reorganization (capacity planning)

c.   Database performance analysis, tuning and troubleshooting

d.   Database patch administration

e.   Performance monitoring and tuning of application, reports and queries

f.   Security Administration to ensure that databases are secure and stable and that the integrity of the information is maintained

C.5.2.3.5   PROVIDE AND TRANSITION MASTER DATA MAINTENANCE ACTIVITIES

The contractor shall support USDA/USAID's master data maintenance processes (until transitioned to the Government) by:

a.   Providing mass updates until USDA/USAID obtains access and receives training.

b.   Providing research and analysis for master data defect resolution.

c.   Performing configuration changes in support of master data, until USDA/USAID obtains access and receives training.

d.   Participating in monthly Government-led data management/data governance meetings.

Below are master data maintenance changes for the past two years:

FY	Materials Created	Materials Modified	Materials Marked for Deletion	Config. requests - pack size, material group, NAICS code, product hierarchy, plants	Mass Updates	Prod Master Data Requests
2012	43	38	2	8	0	148
2013	57	184	8	24	0	129

Table 4: Data Maintenance Changes

The contractor shall prepare a **Master Data Maintenance Transition Plan (Deliverable 35)** for transitioning the identified master data maintenance activities to the Government. The contractor shall submit the Master Data Maintenance Transition Plan to USDA/USAID for approval 30 calendar days prior to agreed upon implementation. Once submitted, the Government will review the Master Data Maintenance Transition Plan and provide comments within 15 business days. The contractor shall have 10 business days following the receipt of Government comments to resolve comments and submit the final Master Data Maintenance Transition Plan.

Once the activities have been transitioned to USDA/USAID, the contractor shall continue to provide consultative support for configuration changes.

C.5.2.3.6   PROVIDE CONFIGURATION AND CHANGE MANAGEMENT SUPPORT

The contractor shall provide Application Configuration and Change Management tasks such as Transport and Change Management configuration and execution for maintenance and enhancement releases as well as Quality Management.

The contractor shall establish and maintain **System Configuration Baselines Deliverable 36)**for WBSCM systems, including hardware, Operating Systems (OS), software, applications,

databases, storage, and IT infrastructure. The contractor shall notify the WBSCM Director if assistance is needed to obtain/update information from third parties.

All changes to the WBSCM environments shall be conducted in accordance with the approved WBSCM Configuration Management Plan and WBSCM governance process.

C.5.2.3.7   PROVIDE ASSET MANAGEMENT SUPPORT SERVICES

The contractor shall monitor and inform the Government of expiring hardware and software maintenance agreements, warranties, and license agreements beginning at 180 days prior to expiration. For the assets that the Government expressed its intent to renew via the contractor, the contractor shall prepare a Consent to Purchase (Section J, Attachment Q) for the Government, and upon Government approval, acquire the assets through this TO. The Government will provide a current list of assets as Government-Furnished Information (GFI) after project start date. The contractor shall monitor, track, and update asset information to ensure that it is current, accurate, and reflects new assets.

The contractor shall forecast and provide to USDA/USAID needs for hardware, software, maintenance agreements, license agreements, and service contracts throughout the Period of Performance (PoP).

The contractor shall manage Government-approved, contractor-developed procedures for Asset Management for WBSCM hardware, software, licenses, OS, maintenance agreements, applications, databases, and other IT infrastructure.

C.5.2.3.7.1   Software License Line Item Data

In accordance with Office of Management and Budget Memorandum M-16-12, Category Management Policy 16-1: Improving the Acquisition and Management of Information Technology: Software Licensing, USDA must maintain an inventory of its software licenses, including pricing data. The contractor shall provide line item pricing data on all software licenses provided to USDA at award and/or during performance of the contract/order. The attachment entitled "Software Template Line Item Pricing" must be completed and provided to the Contracting Officer's Representative within 10 days of award, or within 10 days of activation for licenses provided after the award date.

Deliverable Schedule:

Deliverable	Submitted to:	Due Date:
Software Line Item Pricing	Contracting Officer's Representative	Within 10 Days of Award, or Within 10 Days of Software Activation for Licenses Provided After Award Date

C.5.2.3.8 TRAINING ENVIRONMENT DATA REFRESH ACTIVITIES

The contractor shall refresh the training environment on a weekly basis with data contained from a previous training snapshot in order to maintain consistency with data mapped to existing training exercises. The contractor shall also create an updated training snapshot on a weekly basis to capture any additional training data provided by the Government or contractor to support on-going training activities. Currently, the snapshot/refresh activities are automated requiring minimal effort and the contractor typically updates training data (e.g., delivery dates) on a quarterly basis in order to keep the training data valid. Refer to Training Database Refresh Procedure (Section J, Attachment R).

C.5.2.3.9 PROVIDE COTS SOFTWARE MAINTENANCE AND PATCH MANAGEMENT SERVICES

The contractor shall develop and implement a **COTS Software Maintenance Plan (Deliverable 37)**, which shall be a comprehensive Plan ensuring all COTS software remains on standard support software platforms. COTS software updates include new releases, enhancement packs, security packs, support packs, and/or support notes to address bugs, security risks, and vulnerabilities.

The contractor shall keep all COTS software no more than one maintenance release behind the product vendor maintenance and patch release cycle. The contractor shall analyze the impact of the COTS software updates and communicate to the Government any impacts including risks, mitigations, downtime requirements, and dependencies. The Government will review the contractor's analysis and recommendation and provide decision regarding proceeding with the update.

The contractor shall provide WBSCM software enhancement and patch management services in accordance with the WBSCM O&M Plan and the WBSCM governance process. WBSCM software enhancement and patch management services include:

a) Identification of software and hardware enhancement opportunities and requirements.
b) Enhancements to system interfaces shall be implemented by the contractor in coordination with USDA/USAID and applicable third-party system staff as appropriate.
c) Implementation of software enhancements / patches in coordination with JAGGAER and NITC and in alignment with USDA/USAID identified priorities and governance process.
d) Hardware and operating software enhancements shall be implemented by NITC Data Center Operations Support.
e) Operating system software fixes (Solaris patches, Linux patches, Windows patches) shall be implemented by NITC Data Center Operations Support.
f) SAP support packages and SAP security patches shall be implemented by contractor.
g) SAP software fixes (e.g., SAP OSS notes, Database patches) shall be implemented by contractor.

C.5.2.4 PROVIDE MAINTENANCE RELEASES

The contractor shall collaborate with the Government to review, prioritize, and implement defect resolutions and change requests in a strategic manner by focusing on system updates at an

enterprise level to meet overall commodity program needs. The primary goal is to package and implement maintenance releases that address system bugs, improve WBSCM functionality to better support the business and users, and greatly reduce system and functional challenges in key solution areas.

Maintenance releases include the following types of system / application updates:

a. Defect resolutions
b. Improvements to existing functionality
c. Minor change / enhancement requests
d. Updates required due to COTS enhancements / patches

The Government anticipates approximately one maintenance release per month. There have been 17 scheduled releases since April 2011. The scheduled releases have included both change requests and bug fixes. Labor data trends indicate approximately 800 labor hours per maintenance release. This estimate does not include updates to the SAP software which is being done under the current technical refresh.   In support of this task, the contractor shall develop and implement a **Release Management Strategy (Deliverable 38)**. The Release Management Strategy shall support a dual-path development process where work on enhancement releases and maintenance releases can occur in parallel while maintaining the integrity of each system change.

Activities shall include:

a. Subject matter expertise with both business and technical skills necessary to support the maintenance release process.
b. Collaboration with USDA/USAID to develop functional and technical requirements, discuss design options, and agree upon the most appropriate course of action prior to implementing any system updates.
c. Collaboration with USDA/USAID to determine if a suitable workaround can be implemented for application/ system defects as an interim solution to mitigate the impact of the defect. (If a suitable workaround does not exist, the contractor shall develop a permanent solution on an accelerated timeline, in accordance with the WBSCM governance structure.)
d. Collaboration with USDA/USAID to schedule and prioritize work on defects and change requests. USDA/USAID will make the final decision on the priority of each change and the content of each maintenance release taking into consideration input from the contractor.
e. Implementation of system updates in accordance with the contractor-supplied / Government-approved Quality Assurance, Change Control, and Configuration Management processes
f. Updates to system support documentation if changes or additions occurred as a result of the updates. System support documentation includes, but is not limited to:
    a. Functional requirements
    b. Technical requirements
    c. Functional and Technical Design Documentation
    d. Configuration Rational Documentation
    e. WBSCM User Guide / Work Instructions / Training Documentation
    f. Solution Manager Project and Business Process Documentation

g. Regression, performance, and user acceptance testing as appropriate to ensure that minimum defects and no negative performance impacts are introduced as a result of the changes.
h. Contributions to the Service Desk Knowledge Base.
i. Creation/posting of Release Notes for each release.
j. Informal training sessions, such as Webinars, regarding new/changed functionality as appropriate. The contractor shall make all efforts to provide system updates that are as user friendly, intuitive, and maintainable as possible in order to minimize training needs for WBSCM users and support personnel.

Maintenance activities shall be jointly planned and coordinated by the contractor and NITC or JAGGAER as appropriate and scheduled during the regular scheduled WBSCM outage window. Any planned maintenance activity that will exceed the regular scheduled eight-hour outage time allotted shall be submitted for WBSCM PMO review, approval, and scheduling as part of the WBSCM governance process.

For emergency maintenance activities which require WBSCM unplanned outages, after PMO approval, the contractor shall send out a notification to affected users. The contractor shall document the notification process for planned and unplanned outages in the Communication Plan.

All maintenance release activities must be in accordance with the WBSCM governance structure and processes.

The contractor shall provide complete transparency regarding the status of each maintenance release and any issues / problems uncovered that may delay or impact the release implementation.

C.5.2.5   PROVIDE ENHANCEMENT RELEASES

The contractor shall provide WBSCM enhancement releases to ensure USDA/USAID business operations are continually and fully supported. Enhancements are those items that provide additional business capabilities or address major system and functional challenges that cannot be addressed in the scope of the O&M maintenance release activities. These new abilities or enhancements are aimed at increasing or enriching the operations of the WBSCM system and improving support to WBSCM stakeholders.

The Enhancement Release task shall be supported by an integrated team of contractor and Government personnel with the Government providing business functional subject matter expertise and user acceptance testing support.

The Government anticipates three to four enhancement releases per year. This is dependent on the enhancements being implemented and their complexity. For each enhancement release, the contractor shall, in collaboration with the Government, determine the proposed content for the release. The contractor shall review the proposed content and collaborate with the Government to determine the final release based on resources available. Historical data over the past 18 months indicates that there were approximately 14,058 labor hours per release utilized for change requests.

Potential enhancements that may occur during the TO's PoP include:

1. Enhancements to support additional business processes and/or changing business needs.
2. Updating current functionality to better support Government initiatives.
3. Implementation of a Business Intelligence Reporting solution to increase the usability of the data provided in WBSCM.
4. Implementation of a Data Archiving Solution.
5. Implementation of new functionality and/or components to provide better visibility into security processes supporting WBSCM (e.g., Government, Risk Management and Compliance (GRC) capabilities).

C.5.2.5.1 ENHANCEMENT RELEASE ACTIVITIES

Within each Enhancement Release, the contractor shall provide the following support:

C.5.2.5.1.1 RELEASE MANAGEMENT

The contractor shall provide complete transparency regarding the status of each release, including cost and schedule, throughout the lifecycle of the release. The contractor shall communicate to the Government any issues or problems uncovered that may negatively impact cost, schedule, or quality within 48 hours of discovering the issue.

The contractor shall update the IMS to identify all tasks required to fulfill the enhancement release requirements.

The list of deliverables / artifacts may be tailored by the Government (in collaboration with the contractor) to meet the needs and scope of the release.

The contractor shall identify, communicate, mitigate, and manage risks for each release in accordance with the approved Risk Management Plan.

The contractor shall follow the release strategy as defined in the O&M Plan.

C.5.2.5.1.2 REQUIREMENTS AND DESIGN / REQUIREMENTS MANAGEMENT SUPPORT

The contractor shall collaborate with the Government (as well as internal and external users as designated by the Government) to define the requirements and design of system/application changes. The Government encourages the use of mock-ups, prototypes, and/or rapid application development techniques in order to ensure new and updated functionality meet business and user needs. SharePoint and Solutions Manager are currently being used for storing and managing documentation.

The contractor shall create and/or provide updates to the following artifacts (Work Product 39), as appropriate, in order to keep the system support documentation up-to-date with the contents of the release as well as to assist in planning efforts:

a. Functional Requirements (including Business Process Flows and Scenarios)
b. Technical Requirements
c. Functional and Technical Design Documentation
d. Configuration Rationale Documentation
e. WBSCM Security Roles/Activities Spreadsheet (Work Product **40)**

    f.   Defect Tracking Tool (Work Product **41)**

    g.   Solution Manager Project and Business Process Documentation

The contractor shall obtain approval on the requirements and design before developing and implementing system / application changes or new functionality.

C.5.2.5.1.3 DEVELOPMENT SUPPORT

The contractor shall develop changes in accordance with industry best practices, security constraints, and established Quality Assurance and Configuration and Change Management processes. The contractor shall make all efforts to provide system/application updates that are as user friendly, intuitive, and maintainable as possible in order to minimize training needs for WBSCM users and support personnel. Examples of user-friendly implementations include the use of drop down selections, validity checking, efficient/minimal navigation, use of pop-up boxes to complete business functions, useful error messages, and pre-populated data in screens where possible.

The contractor shall provide security expertise, guidance, monitoring, and auditing to ensure that the updates for the release will not negatively impact A&A.

If A&A recertification is required as a result of modifications made to the system/application for the release, the contractor shall provide A&A support to the Government-designated A&A POC. A&A support includes providing input to the documentation and processes necessary to complete any A&A activities resulting from the modifications made to the system/application for the release. The contractor shall provide the following activities as part of A&A:

    1.   Fiscal Year A-123 General Computer Controls
    2.   Fiscal Year OCIO FISMA Continuous Monitoring Controls Develop Security Test and Evaluation (ST&E) plan;
        1.   Execute ST&E plan;
        2.   Create ST&E Report and Recommend Countermeasures
        3.   Update Risk Assessment
        4.   Create Security Assessment Report, and
        5.   Provide Accreditation support to include documentation updates, participation in oral and written briefs.

The contractor shall create and/or provide updates to the following artifacts **(**Work Product **42)**, as appropriate, in order to keep the system support documentation up-to-date with the contents of the release:

    a.   WBSCM Release Notes

    b.   Work Instructions

    c.   Training Documentation

C.5.2.5.1.4 TESTING SERVICES AND SUPPORT

The contractor shall provide unit testing, integration testing, system testing, and full regression testing to ensure that defects are not introduced as a result of the release. The contractor shall submit a Test Strategy deliverable/ work product to outline the overall testing approach, the

types of tests to be executed and when, as well as how metrics are collected/reported. This is a software best practice and one via which will help the Government monitor and control the testing for WBSCM at an enterprise level.

The contractor shall provide performance testing to ensure that the system meets or exceeds performance requirements for each release and no degradation in performance occurred for business processes and reports not directly modified for the release.

The contractor shall create and/or provide updates to the following artifacts **(**Work Product **43)**, as appropriate, in order to keep the system support documentation up-to-date with the contents of the release:

a. Test Strategy
b. Test Plan
c. Test Cases
d. Test Scenarios
e. Test Steps

The contractor shall support user acceptance testing to analyze and resolve defects not existing in the prior release. The contractor shall document User Acceptance Criteria **(**Work Product **44**). User Acceptance testing will be performed by the Government with support from the contractor.

C.5.2.5.1.5 IMPLEMENTATION SUPPORT

The contractor shall provide knowledge transfer to WBSCM personnel including, but not limited to, Government and/or non-Government user test personnel and help-desk support personnel regarding functionality that has been modified as a result of the release.

The contractor shall provide efficient, effective, and targeted correspondences, such as release notes, to keep stakeholders (including internal and external users) informed of the upcoming release and potential impacts. All correspondences to internal and external users or user groups must be approved by the WBSCM PMO prior to being posted or distributed.

The contractor shall provide efficient, effective, and targeted information to impacted users and/or user groups regarding the functionality that was added, modified, or affected as a result of the release. All efforts should be made to minimize the need for instructor-led training.

The contractor shall provide post-implementation / stabilization support to ensure the enhanced system meets the functional and system requirements established for the release in the production environment. Post-implementation / stabilization support includes:

1) Analysis and resolution of defects not existing in the prior release
2) Tuning activities as needed to meet or exceed performance requirements
3) Additional post-implementation activities as identified by the Contractor and approved by the Government

The contractor shall make all efforts to minimize the business disruption and system downtime required for implementing the release. The contractor shall coordinate any planned downtime with USDA/USAID prior to scheduling the downtime. The contractor shall inform the USDA/USAID of any unplanned downtime and provide on-call and after hours support as needed to resolve issues as quickly as possible. For planned as well as unplanned outages, the

contractor shall send out notifications to affected users as outlined in the contractor-supplied, Government-approved Communication Plan.

C.5.2.5.2 POTENTIAL ENHANCEMENTS

In addition to the general enhancement release activities described above, the following sections provide additional details regarding potentially complex enhancements that may be considered in the TO's PoP.

C.5.2.5.2.1 BUSINESS PROCESS REENGINEERING (BPR) SUPPORT

The contractor shall provide support for the Domestic and International Nutrition Assistance Program / Domestic Agriculture Support Business Process Reengineering (BPR) efforts for business processes supported by WBSCM. The BPR is a separate effort which will provide recommendations to update WBSCM in support of changes/anticipated changes in business processes to best support USDA food programs. This BPR support shall be focused on business operations and is anticipated to occur in late Fiscal Year (FY) 14 to the end of FY15. The BPR contractor will provide the results of their findings to USDA/USAID and the Alliant contractor as GFI. Future WBSCM functional update/business transformation changes as described in Task 3 shall be driven by the BPR outputs and recommendations.   At the Government's discretion, the contractor may be included in some meetings facilitated by the BPR contractor.

The contractor shall focus its BPR analysis on satisfying the business need/recommendation stated in the BPR Implementation Recommendations **(**Work Product **45)**. This could include SAP capabilities to meet the requirements for the new processes and procedures, other software options, or modifications to WBSCM. This BPR support includes adopting BPR outputs and recommendations that focus on minimizing custom development and adopting SAP standard functionality - if this meets the desired outcome.

C.5.2.5.2.2 BUSINESS INTELLIGENCE REPORTING STRATEGY

The contractor shall work closely with the Government to define a Business Intelligence Reporting Strategy to support a multi-source single-homed solution for WBSCM. The contractor shall develop and deliver a **Business Intelligence Reporting Strategy (Deliverable 46)** that includes the following performance requirements:

a. Capable of receiving and processing data originating from candidate systems prior to migration and interface, to include:

   o Fresh Fruits and Vegetables Order Receipt System (FFAVORS Web)
   o Automated Inventory System (AIS)
   o AMS Grain Inventory Management System (GIMS)
   o Cotton Online Processing System (COPS)
   o Food Aid Information System (FAIS) Interface

b. Capable of processing large data volumes (the anticipated growth rate is 1.5 Terabytes per year).

   o In excess of 6 Terabytes but not to exceed 18 Terabytes (this is scalable)

c. Near-real-time system and user-generated reports.

d. Report generation and display response time.

   o Less than 30 seconds for system-generated reports
   o Less than 60 seconds for user-generated reports

e. Reporting quality.

   a. Reports will meet a 99% data accuracy rate
   b. Reports will meet a 99% data consistency rate

The Business Intelligence Reporting Strategy shall include methodologies to define and minimize the number of customized system-generated reports required to support the business needs. Additionally, the strategy shall be platform agnostic with a particular focus on end user customer needs. Upon Government approval of the Business Intelligence Reporting Strategy, the contractor shall design and seek Government approval of a reporting solution derived from the approved strategy. After Government approval, the contractor shall implement the approved business intelligence reporting solution addressing the performance requirements.

C.5.2.5.2.3   DATA ARCHIVING SOLUTION

The contractor shall work closely with the Government and define an SAP archiving strategy that includes criteria for determining the type of data to be archived, the timing of archiving data, and any special considerations. The contractor shall provide an **SAP Data Archiving Solution (Deliverable 47)**. Once approved and scheduled by the Government, the contractor shall implement the Government-approved SAP data archiving solution.

C.5.2.5.2.4   GOVERNMENT, RISK MANAGEMENT, AND COMPLIANCE (GRC) CAPABILITIES

The contractor shall support evaluation of tools available that provide operation and administration of GRC capabilities. The solution selected and subsequently implemented shall provide compliance management capabilities, enabling organizations to manage and monitor their internal control environment. This provides the ability to proactively remediate any identified issues and then certify and report on the overall state of the corresponding compliance activities. The overall goal of this task is to help reduce the cost of compliance and improve management transparency and confidence in overall compliance management processes.

C.5.3 TASK 3 – PROVIDE FUNCTIONAL UPGRADE SUPPORT SERVICES

USDA/USAID faces many challenges with the current business processes. A BPR of the domestic nutrition/commodity programs has not been completed since 2000. A BPR of the international commodity programs has not been completed since 2003. Commercial supply chain practices have changed substantially since USDA/USAID conducted these re-engineering efforts, and the Government recognizes the need to transform WBSCM business processes by completing a current BPR of both the domestic and international programs and subsequent technical and business transformation. The BPR will be accomplished via a separate acquisition and will be a major input into this functional upgrade/business transformation task. USDA/USAID anticipates that outputs and recommendations from this BPR and transformation effort will result in considerable functional changes to WBSCM. The Government will review

and prioritize BPR outputs and recommendations and closely collaborate with the contractor to perform functional upgrade support services.

The WBSCM Functional Upgrade/Business Transformation effort under this task will begin with the information provided from the BPR to determine optimum distribution methods of American agricultural products to nutrition and other program recipients. The subsequent effort is expected to result in changes to the following WBSCM functions/activities:

1) Planning (not currently part of WBSCM)
2) Ordering
3) Entitlement management
4) Procurement
5) Inventory management
6) Reporting
7) Monitoring
8) Receipts
9) Invoice approval and payment
10) Closeout

The contractor shall provide functional upgrades, which the Government anticipates may be a phased approach of the WBSCM components, based upon the foundation provided by the Technical Refresh that is currently underway and outputs and recommendations of the BPR. The BPR outputs and recommendations (anticipated completion in FY15) and results of the Technical Refresh will be provided to the contractor as GFI. The Functional Upgrade is expected to take place in FY16 and FY17. The functional upgrade shall focus on implementing new/upgraded features of the COTS software that support updates to business processes, provide increased business value, and/or reduce current system and functional challenges as identified in the BPR. The contractor shall look to change WBSCM as implemented to adopt standard SAP processes where appropriate to reduce dependency on custom code. This includes new SAP capabilities for existing or emerging agency or program requirements.

The contractor shall collaborate closely with the Government to ensure that WBSCM enhancements are appropriately prioritized, designed, and implemented to support the desired functional upgrade outcomes. This includes reviewing recommendations with the WBSCM PMO, prioritizing enhancements and changes, and making a collective decision on implementation of recommended updates to WBSCM. Where applicable, as part of the functional upgrade, the contractor shall provide advice and recommendations on replacing custom development with standard COTS functions to improve the overall maintainability of WBSCM.

Prior to developing the functional enhancements in accordance with the release activities identified in Section C.5.2.5.1, the contractor shall create, review with the Government, and obtain approval on pre-refresh/blueprint deliverables to include:

- Requirements Gap Assessment **(**Work Product **48)**
- **Upgrade/Release Strategy** identifying costs, benefits, and timeline **(Deliverable 49)**

Subsequent to Government approval of the pre-refresh/blueprint deliverables by the WBSCM PMO, the contractor shall identify milestones and deliverables for the implementation of each SAP phase. The contractor shall follow the SAP ASAP methodology phases: Project Preparation, Blueprinting, Realization, Final Preparation, Go-Live and Support. See Section J, Attachment S for a list of the SAP ASAP phases and their deliverables.

The contractor may implement the functional upgrade in phases rather than in one upgrade release. Any upgrade approach must take into account minimizing business disruption.

"The contractor shall perform Cost and Performance Management providing the standard status and metrics defined in Deliverable 07 – Monthly Status Report and Contractor Spend Plan. The contractor shall include Functional Upgrade tasks, durations, and dependences in Deliverable 04 – Integrated Master Schedule. The contractor shall begin Cost and Performance Management from work inception through completion.

C.5.4 TASK 4 – PROVIDE SYSTEMS MIGRATIONS AND INTERFACE SUPPORT

The contractor shall provide systems migrations and interface support to reduce the overall cost to the Government of supporting multiple similar ordering, inventory, and/or procurement-related systems by migrating the functionality of the existing systems into WBSCM (or implementing an alternate solution based upon Cost/Benefit Analysis) without degradation of functionality or quality of service. The contractor shall provide support for establishing the Financial Management Modernization Initiative (FMMI) and Food Aid Information System (FAIS) interfaces connections to WBSCM. The contractor shall perform the same enhancement tasks as described in Task 2, and shall be coordinated with Enhancement Release Management with the following additional requirements:

   a. The contractor shall provide a separate **System Migration/System Interface Assessment** (**Deliverable 50**) for each existing "to-be migrated" system with migration options and recommended course(s) of action including cost / benefit analysis. The assessment shall have enough detail and be organized efficiently and effectively for USDA/USAID to decide on the appropriate course of action for the "to-be migrated" system. The System Migration and Interface Assessments are anticipated to occur in Option Year 1 and Option Year 2 of the TO.
   b. The contractor shall develop and, upon approval by USDA/USAID, implement a **System Migration Plan** (**Deliverable 51**) for migrating the system, customer, vendor, and Government users to the new system. The contractor shall also include the approach for migrating data from the "to-be migrated" system to the new system.
   c. The contractor shall develop and implement an **Interface Plan (Deliverable 52)** for establishing and maintaining the WBSCM side of the interface with the target system.

Following the implementation of the system migration or interface, the contractor shall provide O&M support in according with Task 2 - Provide Operations and Maintenance (O&M) Services described in Section C.5.2 of this TOR.

Systems currently identified for assessment and possible migration to WBSCM and their anticipated migration start timeframes are (CY= Calendar Year):

   1) Fresh Fruits and Vegetables Order Receipt System (FFAVORS Web) – CY17
   2) AMS Grain Inventory Management System (GIMS) – CY17

3) Cotton Online Processing System (COPS) – CY17

Systems currently identified for assessment and possible establishment of an interface with WBSCM and their anticipated timeframes are:

1) Financial Management Modernization Initiative (FMMI)- CY17
2) Food Aid Information System (FAIS) Interface- CY17

Further detail regarding the systems considered for migration and interface support is provided in the following sections.

C.5.4.1 FRESH FRUITS AND VEGETABLES ORDER RECEIPT SYSTEM (FFAVORS WEB) MIGRATION

The Department of Defense (DoD) Fresh Fruit and Vegetable program provides fruits and vegetables to participating agencies for USDA's NSLP and FDPIR programs using approximately 50 regional vendor contracts. FFAVORS supports approximately 3,000 organizations and 6,500 regular users for order management, entitlement management, and catalog maintenance functions. FFAVORS tracks customer orders from the point of vendor catalog through customer ordering, vendor delivery, customer receipt, and vendor invoicing. The budget management piece of the system allows USDA customers the ability to manage their expenditure by school program year by providing screens to input caps on Federal entitlements dollars at various levels (school/reservation, district/county, and state).

In 2012, DoD transitioned support service and migrated the application to USDA FNS control. FNS agreed to assume management and support of the application as well as implement system security controls to meet DoD standards through the use of USDA's Single Sign On (eAuthentication) service. DoD continues to support customers by managing the vendors who provide the vegetables as well as serving as the primary contact for FFAVORS' customers.

For additional FFAVORS Web information, please refer to: http://www.fns.usda.gov/fdd/fresh-fruits-and-vegetables-order-receipt-system-ffavors

C.5.4.2 AUTOMATED INVENTORY SYSTEM (AIS)

AIS functions as an FNS-provided application for the FDPIR to automate tracking of participants and inventory for the explicit purpose of providing a timely monthly program activity report to FNS. For this specific system, the contractor shall only submit in Deliverable 50.

Architecture:
1) MicroFocus AcuBench is the development tool.
2) The database consists of files created within the application.   All data can be easily formatted to a fixed length text file for import to another application such as Excel, Access, etc.
3) AIS is a 32 bit application that will run on any Windows O/S. It is currently in use on platforms including a stand-alone workstation, peer-to-peer networks, and server environments.
4) There is no third-party software involved with AIS.

System Features:

1) Complete tracking of inventory.
2) Basic client information tracking. AIS is not a certification tool. Clients' certification is determined outside of AIS and eligible client information is then added to AIS.
3) AIS is 100% compliant with the FNS Handbook 501 Exhibit O guide rate.
4) AIS does support a POS option http://www.fns.usda.gov/sites/default/files/AISBarcodeUserGuide.pdf.

Interface:
1) The FNS152 report produced by AIS is in printed and XML format.
2) The XML format can be imported into the FNS Food Program Reporting System (FPRS) in lieu of key entry of printed report data.
3) The FPRS group can provide the exact specifications of the XML format and are responsible for testing and approval of XML files to be used for data import.

Security:
1) AIS is a distributed application that has no access to FNS or any third-party network outside of the host platform. AIS users are responsible for configuring their computer environment with proper security.
2) AIS does have one internal area that is password protected. This is the area where programs that can modify the guide rate tables are located. Users are prevented from accessing and modifying guide rate tables since these are provided on the AIS web site and are nationally uniform in compliance with FDPIR regulations.

Additional information regarding AIS can be found at: http://www.fns.usda.gov/ais/.

C.5.4.3 GRAIN INVENTORY MANAGEMENT SYSTEM (GIMS)

Under Title II of Public Law 480, the Food for Progress Program, and Section 416(b) of the Agricultural Act of 1949, Kansas City Commodity Office (KCCO) can manage the purchase, sale, exchange, and delivery of approximately 2.6 to 4.0 million metric tons of bulk commodities valued from $377 to $500 million annually. The GIMS handles bulk commodities, which can eventually be delivered to foreign countries through private voluntary agencies, the World Food Program, and government-to-government transfers. GIMS supports the enactment of the USDA policies to acquire, market, and dispense of inventory to support the stabilization of prices in the U.S. grain trade through an integrated online and batch database which controls, accounts for, and reports on the acquisition, storage, and disposition of all Commodity Credit Corporation (CCC)-owned grain inventories.

This system helps KCCO control producer loan forfeitures generated under price support programs in addition to the acquisition, sale, movement, and warehouse storage payments to holders of CCC-owned inventories under the Warehouse Act, service fee licensing, and donation

of peanuts, rice, and grain. The system handles these other major bulk commodities: wheat, corn, barley, oats, rye, soybeans, sorghum, and minor oilseeds (canola, flaxseed, mustard, safflower & sunflower) and peanuts.

GIMS maintains approved warehouses where producers can deliver their commodities upon loan forfeiture. As an additional benefit to producers, GIMS helps KCCO market Federally purchased commodities for donation to foreign countries. Other beneficiaries of GIMS processes related to the storage, movement, and export of inventories are transportation (rail, truck, barge, and vessel) and grain handling industries and their employees within the U.S.

GIMS is an Integrated Database Management System (IDMS) Mainframe database that utilizes COBOL and ADS/O programming.

Areas within KCCO that use the GIMS system are:

1.   Storage Contract Branch (SCB) handles peanuts with capacity for 2.9 million short tons, and 5,810 Uniform Grain and Rice Warehouse Storage Agreements with capacity for 8.4 billion bushels in GIMS. Other commodities are managed by other business systems for 396 Cotton, 160 Processed, and 74 Sugar warehouse agreements. The GIMS system provides SCB with vital information on commodities in which the CCC has a financial interest. This helps AMS to service the storage needs of the producer and assists the state and county AMS offices with up-to-date information on storage availability and commodity availability.

2.   Merchandising Branch (MB) uses GIMS for informational material in order to sell CCC inventory at the best attainable price. Merchandisers acquire information pertaining to existing commodity inventories, load out capabilities (truck, rail, barge, and vessel), and business contact information for warehouses. GIMS provides merchandisers with the capability to review the handling cost of CCC's inventory. It manages loading orders settlements with the premiums and discounts. GIMS supports differentials for every commodity handled in each county of the U.S. These differentials help CCC stabilize the market price of inventory managed by KCCO and AMS. GIMS provides sale contracts and sale listings for the daily press releases, plus maintains inventory locks on CCC market sales.

C.5.4.4 COTTON ONLINE PROCESSING SYSTEM (COPS)

The COPS provides internet access to entities within the cotton industry. COPS is accessed via USDA Single Sign On (eAuthentication) by states, counties, Cooperative Marketing Associations (CMA), Loan Servicing Agents (LSA), Warehouse Operators, Master Warehouse Operators, Warehouse Examiners, Cotton Merchants, USDA Core, and WDC users.

Major COPS business functions are to provide:

a. Access to cotton loan and bale detail information, including classing, error, and transaction history information.
b. Access to electronic warehouse receipt information.

    c. Access to electronically generated invoices which can be downloaded as text files.

    d. Ability to view the loan, receipt, and invoice information through selection criteria.

    e. Ability for approved buyers to access and utilize the web-based Centralized Cotton Redemption (CCR) to create Cotton Redemption Invoices.

    f. Ability to allow cotton pledged as collateral for a CCC marketing assistance loan to be transferred from one CCC-approved warehouse to another. The process enables cotton sellers to pre-position cotton for faster response to sales opportunities.

    g. Ability for warehouse operators to apply for a Cotton Storage Agreement (CSA) which also allows them to maintain information and view and certify information online.

    h. A method for certifying officers to approve invoices online and enter electronic payment directly, thus expediting the process.

    i. Ability for Core to create and view accounting reports.

    j. Ability for CCC to do forecasting.

    k. Ability for a user to change his/her mainframe password.

    l. Ability to view and work with emails within the web site.

COPS has been designed to provide information on a "need-to-know" basis and thus the options available are based on security designed around entity type. The defined user entity types are:

    a. State and County Users
    b. CMA/LSA Users
    c. Warehouse and Master Warehouse Users
    d. Warehouse Examiner Users
    e. Cotton Merchant (Buyer) Users
    f. Electronic Warehouse Receipt Provider Users
    g. AMS Core [Price Support and Commodity Application Office (PSCAO) Financial Service Center (FSC), Deputy Administration Commodity Operations (DACO), Kansas City Commodity Office (KCCO), Information Security Office (ISO)] Users

C.5.4.5 FINANCIAL MANAGEMENT MODERNIZATION INITIATIVE (FMMI)

The contractor shall provide integration from WBSCM to FMMI. The objective of this enhancement is to move WBSCM from interfacing with the Farm Service Agency FMMI-R solution to the FMMI solution for AMS, FNS, AMS, FAS within the timeline determined by the department. Currently WBSCM is planning the financial systems to start to migrate to the FMMI solution in CY17.

USDA launched FMMI after identifying the need to upgrade department and agency financial and administrative payment and program general ledger systems. Department officials will use FMMI to address challenges and opportunities in the rapidly changing Federal financial management and technology environment.

The FMMI implementation involves standardizing all financial management and accounting functions across USDA. As a result, USDA financial professionals will have access to more timely, reliable, and accurate information, which improves cost management and control, allowing more time to perform financial analysis. USDA implemented a SAP COTS enterprise resource planning (ERP) solution to replace the legacy mainframe systems with an advanced, web-based financial management system. The solution complies with Federal accounting and system standards and provides general accounting funds management and financial reports. FMMI will be the system of record for financials.

In accordance with the release activities identified in Section C.5.2.5.1, the contractor shall:
  a. Participate in planning and design sessions for the WBSCM – FMMI interface.
  b. Identify business process risks and changes required to support the WBSCM – FMMI interface.
  c. Map FMMI and WBSCM data elements. Determine the best WBSCM solution to resolve mapping discrepancies.
  d. Configure SAP for the WBSCM – FMMI interface requirements.
  e. Develop program code to meet special requirements such as interface data translation.
  f. Perform unit, integration, and performance testing.

  g. Monitor WBSCM – FMMI interface execution and resolve issues as an O&M function.

C.5.4.6   FOOD AID INFORMATION SYSTEM (FAIS) INTERFACE

The contractor shall provide IT services to ensure that the Food Aid Information System (FAIS) properly interfaces with WBSCM. The primary objective of the interface is to provide a two-way flow of information where the financial data from FAIS grant applications is uploaded to the FAS agreement information in WBSCM and the procurement information in WBSCM is downloaded to FAIS. This migration start is anticipated to occur in CY17.

 FAIS is an integrated information system through which The Food Assistance Division (FAD) of the USDA manages and administers its food aid programs and interacts with its strategic food aid partners, both within and outside the U.S. Government. FAIS is accessed via e-Authentication by USDA and program participants. With this system in place, FAS improved operational efficiency, planning and coordination, analysis of effectiveness, and performance measurements. FAIS enables more efficient and effective use of USDA program funds, enhanced information sharing and collaboration in strategic planning, and improved agency-wide collaboration and demonstration of program effectiveness. FAIS allows program participants to apply for commodities and funding assistance under the CCC – Food for Progress Program (CCC-FFPr), the McGovern–Dole International Food for Education and Child Nutrition Program (MGD) and Section 416(b). FAIS also allows applicants to negotiate Food Aid Agreements, submit project status reports, financial and other reports, process payments and receivables, negotiate claims, and close contracts. FAIS is a concise, one-stop solution covering the complete life-cycle of a Food Aid application for the above mentioned programs. FAIS provides the following functionality:

  a. Proposal Management: soliciting food aid proposals; proposal submission by the Program Participants (PP); and proposal evaluation, scoring, and approval.

    b.   Agreement Generation and Negotiation: collaboration between FAD and the PPs to turn approved proposals into signed agreements.

    c.   Amendment: amending signed agreements.

    d.   Compliance and Evaluation: evaluating agreement execution progress through various means such as regular progress reports.

    e.   Payments and Receivables: handling invoices from PPs.

    f.   Claims: USDA raising claims against PPs and other entities in case of not meeting contractual obligations, hence necessitating refunds to the U.S. Government.

    g.   Canned Reports: customized reporting of programmatic data

    h.   Closeout: the process of administrative closure of agreements.

In summary, FAIS provides the following benefits to its user community:

1. A fully integrated and secure workflow-based web application.
2. A streamlined online Food Aid proposal submission.
3. Easy negotiation of agreements between participants and Food Aid Division.
4. Streamlined reporting process for submission of project status reports, financial reports, etc., without sacrificing accounting accuracy and reliability
5. Online management of claims, payments and receivables, and agreement closeout

System users are FAS and PPs. The PPs may have one of the following roles:

    a.   **PPDir** – Program Participant Director will be capable of creating a proposal and negotiating Agreements.

    b.   **PPCR** – Program Participant Proposal Creator will be capable of managing and coordinating proposal creation.

    c.   **PPCONT** – Program Participant Proposal Contributor will be capable of working on assigned sections of a proposal.

    d.   **PPAgEX** – Program Participant Agreement Executor will be capable of managing and negotiating an Agreement on behalf of the PP Organization.

    e.   **PPAgCONT** - Program Participant Agreement Contributor will be capable working on assigned sections of an Agreement.

    f.   **PPAdmin** – Program Participant Administrator will be capable of maintaining Participant Organization details and approve access to their participant organizations users.

Additional information on FAIS can be found at: http://apps.fas.usda.gov/fais/public

In accordance with the release activities identified in Section C.5.2.5.1, the contractor shall:

    a.   Participate in planning and design sessions for the WBSCM – FAIS interface.

    b.   Identify business process risks and changes required to support the WBSCM – FAIS interface.

    c.   Map FAIS and WBSCM data elements. Determine the best WBSCM solution to resolve mapping discrepancies.

    d.   Configure SAP for the WBSCM – FAIS interface requirements.

    e. Develop program code to meet special requirements such as interface data translation.

    f. Perform unit, integration, and performance testing.

    g. Monitor WBSCM – FAIS interface execution and resolve issues as an O&M function.